MICRO FOCUS

GroupWise 18
Client User Guide

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About This Guide

This *GroupWise 18 Client User Guide* explains how to use the GroupWise client.

Audience

This guide is intended for GroupWise users.

Feedback

We want to hear your comments and suggestions about this manual and the other documentation included with this product. Please use the User Comments feature at the bottom of each page of the online documentation.

Additional Documentation

For additional GroupWise user documentation, see the following guides at the GroupWise 18 Documentation website (http://www.novell.com/documentation/groupwise18):

- *GroupWise Client User Guide*
- *GroupWise WebAccess User Guide*
- *GroupWise WebAccess Mobile User Guide*
- *GroupWise User Quick Starts*

1 Getting Started

GroupWise is a robust, dependable messaging and collaboration system that connects you to your universal mailbox anytime and anywhere. This section provides an overview of the GroupWise client to help you start using GroupWise quickly and easily.

1.1 Installing the GroupWise Client

To begin using GroupWise, you or your GroupWise administrator must install GroupWise on your computer. Your GroupWise administrator might prompt you to install GroupWise by using ZENworks.

1. If you are not automatically prompted to install GroupWise, contact your GroupWise administrator to find out the location of the GroupWise client Setup program, `setup.exe`.
2. Ensure that you are logged in as yourself on your computer.
3. Click **Start > Run**, browse to the file location, select `setup.exe`, then click **OK**.
4. Follow the instructions in the Setup Wizard.
5. Continue with Starting GroupWise.

1.2 Starting GroupWise

When you start GroupWise, you might be prompted to type information such as your password, the TCP/IP address of your post office agent, and so forth. This Startup dialog box changes, depending on the information GroupWise needs to be able to open your Mailbox, and depending on the GroupWise mode that you log in to.

Your GroupWise administrator might restrict the GroupWise modes you can log in to.

1. Start GroupWise by double-clicking the GroupWise icon on your desktop to display the GroupWise Main Window.

   If you have not specified a password for your Mailbox and GroupWise needs no additional information, you bypass the Startup dialog box and GroupWise opens.

   To force the GroupWise Startup dialog box to display, right-click the **GroupWise** icon on the desktop, click **Properties**, then click the **Shortcut** tab. In the **Target** field, after the GroupWise executable, type a space, type `/@u-?`, then click **OK**.

   For information about other startup options, see Appendix C, “Startup Options,” on page 289.
2. If you are prompted for a password, type the password in the **Password** field.

   If you are having trouble accessing your account and your GroupWise system includes GroupWise WebAccess, you can use the **Can’t log in?** link on the WebAccess Login page for more information about how to get your password reset in your organization.
3. Click the mode of GroupWise you are logging in to and type additional information as necessary, such as the path to the post office, the TCP/IP address and port of the post office agent, and the path to your Caching or Remote mailbox.

   If you do not know the required information, contact your GroupWise administrator.
4. Click **OK**.

For instructions to start GroupWise under specialized circumstances, see Section 16.1, “Managing Non-Standard Login Requirements,” on page 267.

1.3 Assigning a Password to Your Mailbox

You can assign a password to your Mailbox. GroupWise passwords are case sensitive (for example, Wednesday is not the same as WEDNESDAY). If you forget your password, you cannot access any of your items. You must contact your GroupWise administrator to reset it.

NOTE: If your GroupWise administrator has turned on LDAP authentication, your LDAP password is used to access your Mailbox instead of a GroupWise password, and you cannot add a password through this method.

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1. In the Main Window, click **Tools** > **Options**.
2. Double-click **Security**, then click the **Password** tab.
3. In the **New password** field, type the password.
4. In the **Confirm new password** field, type the password, click **OK**, then click **Close**.

For more information, see Section 16.2, “Managing Mailbox Passwords,” on page 268.

1.4 Using the Home Folder

The Home folder is a personalized view of your most important information. The Home folder uses panels to display information in sections. The first time you open your Home folder, you see an introductory page that explains how to customize your Home folder. Then you can display your default Home folder.

The default Home folder displays your calendar for the day, your Tasklist items, and your unread messages.

The Home View is fully customizable. You can create additional panels that display the information you need. For more information, see Section 2.4, “Using Panels to Organize Your Home Folder,” on page 52.

1.5 Displaying the QuickViewer

Use the QuickViewer to scan the contents of your items in a folder. The QuickViewer saves time because you don’t need to open each item; you simply click an item or press the Down-arrow key to read your items.

If you click a document reference, the document displays in the QuickViewer. You can display an item’s attachment by clicking the attachment in the drop-down list on the QuickViewer tool bar. OLE attachments, however, do not display in the QuickViewer.

- Section 1.5.1, “Turning the QuickViewer On and Off,” on page 17
- Section 1.5.2, “Positioning the QuickViewer,” on page 17
- Section 1.5.3, “Using the QuickViewer,” on page 17

1.5.1 Turning the QuickViewer On and Off

1. Click **View**, then select **QuickViewer**.

   or

   Click the **Quickviewer** icon on the toolbar.

1.5.2 Positioning the QuickViewer

1. Click **Tools > Options**.
2. Double-click **Environment**, then click the **Appearance** tab.
3. Select whether you want the QuickViewer displayed at the bottom or at the right of the folder.

1.5.3 Using the QuickViewer

- Size the QuickViewer by dragging a corner of the window or by dragging the horizontal dividing line up or down.

  If you size and close the QuickViewer, it is the same size when you open it again. Size it by dragging a corner of the window, not by clicking the maximize button.
- In the Mailbox, click an item that you want to read.

  or

  In the Calendar, click an appointment that you want to see details for.
- To view an attachment, click the drop-down list on the QuickViewer header, then click the attachment. You cannot open OLE attachments in the QuickViewer.
- To change how information displays in the header, right-click the header and choose the options you want to set.
- Right-click in the QuickViewer to choose other options.
- To close the QuickViewer, click the **Quickviewer** icon on the toolbar.

When you read an item in the QuickViewer, the icon changes to the opened status. For example, the closed envelope representing a mail message changes to an opened envelope.

You can specify that some folders show the QuickViewer every time you open them, or that some folders never show the QuickViewer.

1.6 Using the Windows 7 Taskbar to Perform Key Tasks

You can perform various tasks directly from the Windows 7 taskbar and Start menu by right-clicking the **GroupWise** icon in the Windows 7 taskbar or by clicking the arrow next to **GroupWise** on the Start menu. This integration provides quick access to key features while you are running other applications.

You can perform the following tasks:

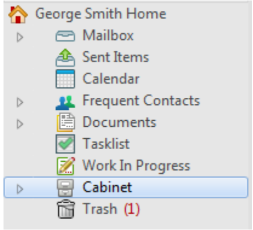
- Create a message
- Create an appointment
- Create a new task

* Create a new note
* Create a new contact
* View your mailbox
* View your address book
* View your calendar
* Find items
* Find contacts

The number of unread messages is displayed on the GroupWise icon in the taskbar.

1.7 Exploring the Folder List

The Folder List at the left of the Main Window lets you organize your GroupWise items by creating folders to store your items in. Next to any folder (except for shared folders), the number of unread items is shown in square brackets. Next to the Sent Items folder, the number in square brackets shows how many items are pending to be sent from Caching mode.



The Folder List header includes the Mode Selector for changing between Online mode and Caching mode. Some folders are available by default. Additional folders are created as you use additional GroupWise features.

* Section 1.7.1, "Home Folder," on page 19
* Section 1.7.2, "Mailbox Folder," on page 19
* Section 1.7.3, "Sent Items Folder," on page 19
* Section 1.7.4, "Calendar Folder," on page 19
* Section 1.7.5, "Frequent Contacts Folder," on page 19
* Section 1.7.6, "Tasklist Folder," on page 19
* Section 1.7.7, "Documents Folder," on page 20
* Section 1.7.8, "Cabinet Folder," on page 20
* Section 1.7.9, "Work in Progress Folder," on page 20
* Section 1.7.10, "Junk Mail Folder," on page 20
* Section 1.7.11, "Trash Folder," on page 20
* Section 1.7.12, "Shared Folders," on page 21
* Section 1.7.13, "IMAP4 Account Folder," on page 21
* Section 1.7.14, "NNTP Newsgroup Account Folder," on page 21
* Section 1.7.15, "RSS Feeds Folder," on page 21

1.7.1 Home Folder

Your Home folder (indicated by your name) represents your GroupWise database. All folders in your Main Window are subfolders of your Home folder. The Home folder can be organized into panels to display your most important folders. For more information, see Section 2.4, “Using Panels to Organize Your Home Folder,” on page 52.

1.7.2 Mailbox Folder

The Mailbox displays all the items you have received, with the exception of scheduled items (appointments, tasks, and reminder notes) you have accepted or declined. By default, scheduled items and tasks are moved to the Calendar when you accept them.

Your received items are stored in your Mailbox. You can quickly change what is displayed by clicking a setting in the **Display** drop-down list. You can further restrict which items display in your Mailbox by using Find. For more information, see Section 7.1, “Quickly Finding Items in a Folder,” on page 195.

You can organize your messages by moving them into folders within your Cabinet, and you can create new folders as necessary. For more information, see Section 2.3, “Using Folders to Organize Your Mailbox,” on page 38.

You can also organize your messages by assigning categories to them. Each category displays as a different color in your Mailbox. You can search for categories. For more information, see “Using Categories to Organize Items” on page 35.

1.7.3 Sent Items Folder

The Sent Items folder displays all the items you have sent. By checking the properties of your sent items, you can determine their status (Delivered, Opened, and so on).

1.7.4 Calendar Folder

The Calendar folder shows several calendar view options. The Calendar folder also contains any additional calendars that you have created. You can use the Folder List to choose which calendars to display. The selected calendars are displayed in the calendar view.

For more information, see Section 4.1, “Understanding the Calendar,” on page 111.

1.7.5 Frequent Contacts Folder

The Frequent Contacts folder represents the Frequent Contacts address book. Any modification you make in the Frequent Contacts folder is also made in the Frequent Contacts address book.

From this folder, you can view, create, and modify contacts, resources, organizations, and groups. For more information, see Section 6.4, “Using Contacts Folders,” on page 167.

1.7.6 Tasklist Folder

Use the Tasklist folder to create a task list. You can move any items (mail messages, phone messages, reminder notes, tasks, or appointments) to this folder and arrange them in the order you want. Each item is marked with a check box so that you can check off items as you complete them.

For more information, see Chapter 5, “Tasks and the Tasklist,” on page 149.

1.7.7 Documents Folder

Your document references are organized in the Documents folder so you can easily locate them. The Documents folder includes an Authored folder for documents you have written and a Default Library folder for documents you have access to in your default library. The Documents folder can contain only documents.

For more information, see Chapter 15, “Document Management,” on page 265.

1.7.8 Cabinet Folder

The Cabinet contains all of your personal folders. See the following topics for information about rearranging your Cabinet folder:

- “Reorganizing Your Folders” on page 40
- “Alphabetizing a Folder List” on page 41

1.7.9 Work in Progress Folder

The Work In Progress folder is a folder where you can save messages you have started but want to finish later. For more information, see “Saving an Unfinished Email” on page 80.

1.7.10 Junk Mail Folder

All email items from addresses and Internet domains that are junked through Junk Mail Handling are placed in the Junk Mail folder. This folder is not created in the folder list unless a Junk Mail option is enabled.

If Junk Mail options are enabled, this folder cannot be deleted. However, the folder can be renamed or moved to a different location in the folder list. If all Junk Mail options are disabled, the folder can be deleted. The folder can also be deleted if the Junk Mail Handling feature is disabled by the GroupWise administrator.

For more information, see “Handling Unwanted Email (Spam)” on page 106.

1.7.11 Trash Folder

All deleted mail, phone messages, appointments, tasks, documents, and reminder notes are stored in the Trash folder. Items in the Trash can be viewed, opened, or returned to your Mailbox before the Trash is emptied. Emptying the Trash removes items in the Trash from the system.

You can empty your entire Trash, or empty only selected items. Items in the Trash are automatically emptied according to the number of days specified in the **Cleanup** tab in **Environment Options**, or you can empty the Trash manually. The GroupWise administrator can specify that your Trash is emptied automatically on a regular basis.

For more information, see Section 16.8, “Managing Trash,” on page 279.

1.7.12 Shared Folders

A shared folder is like any other folder in your Cabinet, except other people have access to it. You can create shared folders or share existing personal folders in your Cabinet. You choose whom to share the folder with, and what rights to grant each user. Users can post messages to the shared folder, drag existing items into the folder, and create discussion threads. You can't share system folders, which include the Cabinet, Trash, and Work In Progress folders.

If you place a document in a shared folder, people with rights to the shared folder don't automatically have rights to edit the document. Before they can edit the document, you must give them Edit rights on the **Document Sharing** tab.

For more information, see Section 2.3.7, "Using Shared Folders," on page 49.

1.7.13 IMAP4 Account Folder

IMAP4 stands for Internet Message Access Protocol version 4. If you have an email account that uses IMAP4, you can access that account through GroupWise.

If you add a folder for an IMAP4 account, a icon displays in your Folder List.

For more information, see Chapter 12, "POP3 and IMAP4 Accounts," on page 247.

1.7.14 NNTP Newsgroup Account Folder

NNTP stands for Network News Transfer Protocol. It is a method designed to send and receive newsgroup postings. GroupWise can connect with NNTP newsgroups and incorporate their functions into your Mailbox.

If you subscribe to an NNTP newsgroup account, an NNTP folder is created. It displays the NNTP folder icon in your Folder List.

For more information, see Chapter 13, "Newsgroups," on page 255.

1.7.15 RSS Feeds Folder

When you subscribe to RSS feeds, the GroupWise Feeds folder is created. It displays the RSS folder icon in the Folder list. A list of subscribed feeds is displayed under the GroupWise Feeds folder. You can create subfolders under the GroupWise Feeds folder and move feeds to the subfolder. When you click the subfolder, the message list displays a list of all the topics for all the feeds under the subfolder.

For more information, see Chapter 14, "RSS Feeds," on page 261.

1.8 Understanding GroupWise Item Types

Every day you communicate in a variety of ways. To accommodate these needs, GroupWise delivers your items using a variety of item types.

1.8.1 Mail

A mail message is for basic correspondence, such as a memorandum or letter. See Section 3.1, "Sending Email," on page 59 and Section 3.3, "Receiving and Replying to Email," on page 91.

1.8.2 Appointment

An appointment lets you invite people to and schedule resources for meetings or events. You can schedule the date, time, and location for the meeting. You can use personal appointments to schedule personal events such as a doctor's appointment, a reminder to make a phone call at a certain time, and so forth. Appointments display on the Calendar. For more information, see Section 4.4, "Sending Calendar Items," on page 123.

1.8.3 Task

A task lets you place a to-do item on your own or on another person's Calendar after the item has been accepted. You can schedule a due date for the task and include a priority (such as A1). Uncompleted tasks are carried forward to the next day. For more information, see Section 5.4.1, "Assigning a Task," on page 151.

TIP: You can also create a Tasklist that is not associated with your Calendar. In this type of Tasklist, any item type (mail, appointment, task, reminder note, phone message) can be used.

1.8.4 Reminder Note

A reminder note is posted on a specific date on your own or another person's Calendar. You can use reminder notes to remind yourself or others of deadlines, holidays, days off, and so forth. For more information, see Section 4.4.3, "Sending Reminder Notes," on page 129.

1.8.5 Phone Message

A phone message helps you inform someone of a phone call or visitor. You can include such information as caller, phone number, company, urgency of the call, and so forth. You cannot answer your phone from a phone message. For more information, see "Sending Phone Messages" on page 83.

1.9 Personalizing the GroupWise Interface

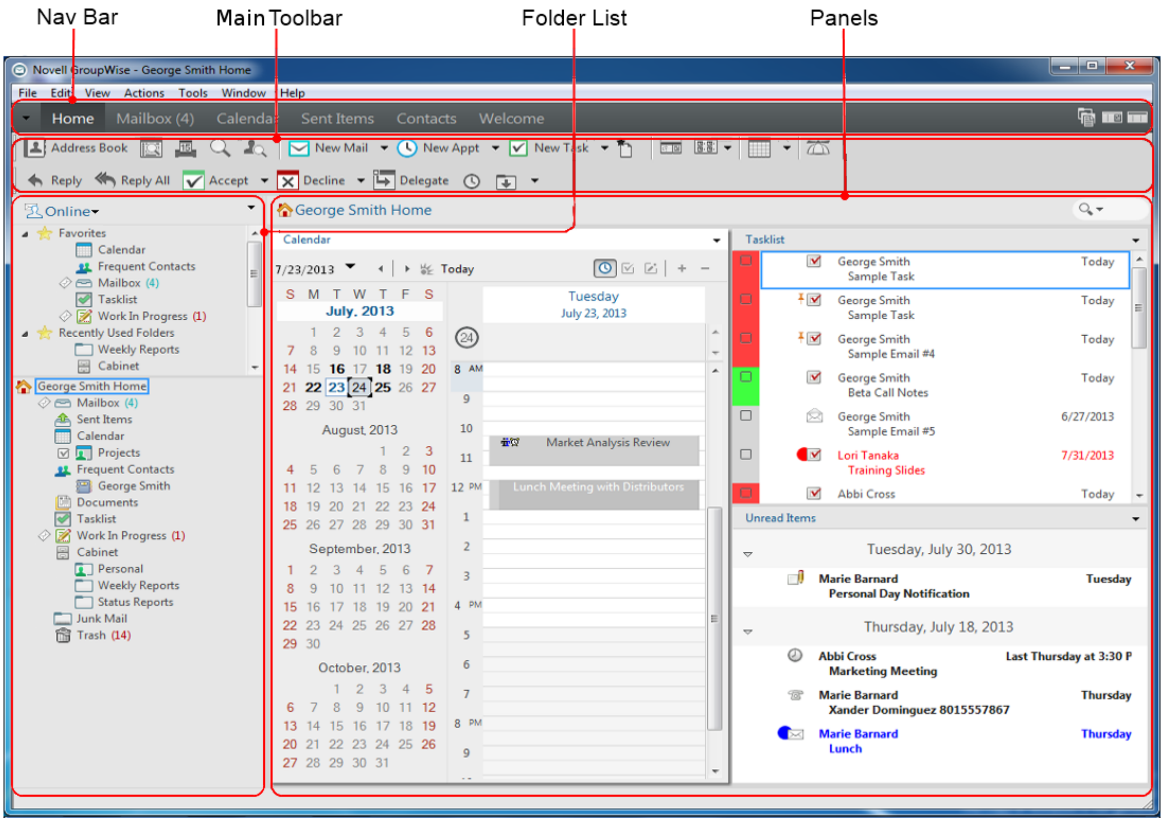
- Section 1.9.1, "Understanding the Main GroupWise Window," on page 22
- Section 1.9.2, "Understanding the Main Menu," on page 23
- Section 1.9.3, "Understanding the Nav Bar," on page 24
- Section 1.9.4, "Understanding the Main Toolbar," on page 24
- Section 1.9.5, "Understanding Item Lists," on page 25

1.9.1 Understanding the Main GroupWise Window

Your main work area in GroupWise is called the Main Window. From the Main Window you can read your messages, schedule appointments, view your Calendar, manage contacts, change the mode of GroupWise you're running in, open folders, open documents, and much more.

For an interactive tutorial about the Home View, click **Help** > **Training and Tutorials**.

Figure 1-1 The Main Window



You can open more than one Main Window by clicking **Window**, then clicking **New Main Window**. You can open as many Main Windows as your computer's memory allows.

This is useful if you proxy for another user. You can look at your own Main Window and the Main Window belonging to the person you are proxying for. For more information, see Chapter 10, "Mailbox/Calendar Access for Proxy Users," on page 225.

1.9.2 Understanding the Main Menu

The Main Menu provides access to all GroupWise client features that can be used in the Main Window.

The most frequently used GroupWise features are conveniently available on drop-down menus, toolbars, and so on.

Turning the Main Menu On and Off

1 Click **Tools > Options**.

2 Double-click **Environment**, then click the **Appearance** tab.

3 Select or deselect **Display Main Menu**.

With the Main Menu turned off, you can still access all its functionality by clicking the drop-down arrow on the left end of the Nav Bar.

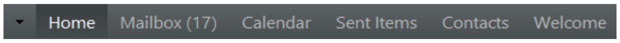
When you have the Nav Bar displayed:

1 Click the drop-down arrow on the left end of the Nav Bar, then click **Display Main Menu** or **Hide Main Menu**.

GroupWise requires that the Main Menu, the Nav Bar, or both be displayed at all times.

1.9.3 Understanding the Nav Bar

The Nav Bar is located at the top of the GroupWise window. It is designed for quick access to the folders you use the most.



By default the Nav Bar contains the Home, Mailbox, Calendar, Sent Items, and Contacts folders. However, the Nav Bar is customizable, so you can add the folders you use the most.

Turning the Nav Bar On and Off

1 Click **Tools > Options**.

2 Double-click **Environment**, then click the **Appearance** tab.

3 Select or deselect **Display Nav Bar**.

GroupWise requires that the Main Menu, the Nav Bar, or both be displayed at all times.

Customizing the Nav Bar

1 Right-click the **Nav Bar**, then click **Customize Nav Bar**.

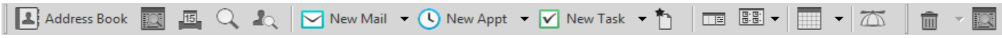
2 Select the folders you want to display on the Nav Bar.

3 Select a color scheme for the Nav Bar.

4 Click **OK**.

1.9.4 Understanding the Main Toolbar

The Main toolbar provides single-click access to the most common GroupWise features, such as sending a message or appointment, performing a search, and so on.



Turning the Main Toolbar On and Off

1 Click **View > Toolbars**.

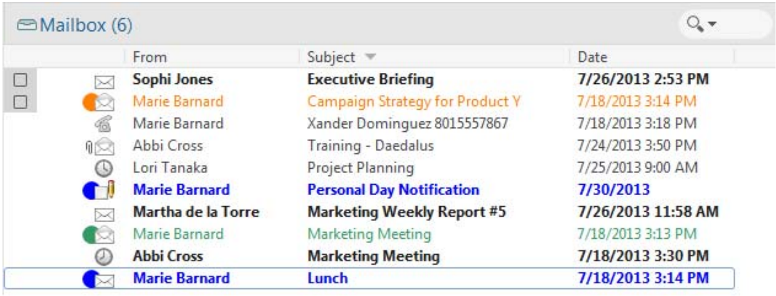
2 Select or deselect **Main**.

When a toolbar is displayed, a check mark is displayed next to the toolbar name in the Main Menu.

For more information, see Section 2.1.3, “Customizing the Main Toolbar,” on page 32.

1.9.5 Understanding Item Lists

The most common way to display information is in an Item List. For example, the Item List for your Mailbox is the list of messages you have received. The Item List header displays the name of the folder whose contents are being listed. It also provides the **Find** field for quickly finding items in the folder.



Item lists are organized into columns, which help you display the items in the order most useful for you. You can drag a column to a new position in the column header. You can resize a column by dragging the edge of the column heading. You can sort by columns and add new columns. For complete instructions on customizing Item Lists, see Section 2.3.4, "Managing Item Lists in Folders," on page 43 and Section 2.3.5, "Customizing Folder Display Settings," on page 45.

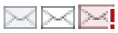
The right-click menus provide different options, depending on which column you click in. In the item type icon column, you can select a category for the item. In the first text column (for example, **Name**), you can select an item action (**Reply**, **Forward**, and so on). In the other text columns (for example, **Subject**, **Date**, and so on), you can select a display setting (for example, **Show Group Labels**, **View Discussion Threads**, and so on).

1.10 Identifying Icons That Appear Next to Items

The icons that appear next to items in your Mailbox, Sent Items folder, and the Calendar show information about the items. The following table explains what each icon means.

Table 1-1 *Icon Descriptions*

Icon	Description
	In Remote or Caching mode, this icon indicates that the item has been queued, but the queue has not been uploaded. After the item has been uploaded, it indicates that status information has not been received about the item being delivered to the destination post office or transferred to the Internet. Next to the Sent Items folder, the icon indicates that there is at least one item that has been queued, but the queue has not been uploaded.
	A sent item that has been opened by at least one person. The icon displays until all recipients have 1) opened the mail, phone message, or reminder note; 2) accepted the appointment; or 3) completed the task.
	Next to your Calendar folder, this icon indicates that you have an appointment that day.
	Next to an item you have sent, this icon indicates that the item couldn't be delivered to the destination post office, or that it failed to transfer to the Internet.

Icon	Description
	Next to an appointment or task, this icon indicates that at least one person has declined/deleted the item. Next to a mail message, phone message, or reminder note, the icon indicates that at least one person has deleted the item without opening it.
	One or more attachments are included with the item.
	A draft item.
	An item you have sent.
	An item you have replied to.
	An item you have forwarded.
	An item you have delegated.
	An item you have replied to and forwarded.
	An item you have replied to and delegated.
	An item you have forwarded and delegated.
	An item you have replied to, forwarded, and delegated.
	Personal item.
	Signed item.
	Encrypted item.
	Signed and encrypted item.
	Specific version of a document.
	Official version of a document.
	Unopened mail message with a low, standard, or high priority.
	Opened mail message with a low, standard, or high priority.

Icon	Description
	Unopened and opened appointment with a low, standard, or high priority.
	Unopened and opened task with a low, standard, or high priority.
	Unopened reminder note with a low, standard, or high priority.
	Opened reminder note with a low, standard, or high priority.
	Unopened phone message with a low, standard, or high priority.
	Opened phone message with a low, standard, or high priority.
	A reply is requested for this low, standard, or high priority item.
	In a Busy Search, this icon indicates that you can click a scheduled time next to the user name or resource to display more information about the appointment. However, the user or resource owner must give you appointment Read rights in the Access List before this icon appears.
	An alarm is set for this Calendar item.
	A group appointment, reminder note, or task.
	A private Calendar item.
	A Calendar item that was declined but not deleted.
	Unopened document reference.
	Opened document reference.
	Shared folder notification.
	Shared address book notification.
	Unopened personal item (shared folder).
	Opened personal item (shared folder).

1.11 Learning More

You can learn more about GroupWise from the following resources:

- Section 1.11.1, “Online Help,” on page 28
- Section 1.11.2, “GroupWise Welcome Tab,” on page 28
- Section 1.11.3, “GroupWise Documentation Web Page,” on page 28

- Section 1.11.4, "Quick Starts," on page 28
- Section 1.11.5, "End-User Training Web Page," on page 29
- Section 1.11.6, "GroupWise Cool Solutions Web Community," on page 29

1.11.1 Online Help

Complete GroupWise user documentation is available in Help. In the Main Window, click **Help** > **Help Topics**, then use the **Contents** tab, **Index** tab, or **Search** tab to locate the help topics you want.

To quickly search Help topics from the Main Window, click **Help > Search**.

1.11.2 GroupWise Welcome Tab

GroupWise 18 features a new Welcome tab located on the Nav Bar. If the tab isn't visible, right-click the Nav Bar, select **Customize Nav Bar**, then select **Show Welcome Screen**.

The Welcome tab contains the following resources to help new and experienced users get the most out of the GroupWise 18 Client:

- An Outlook-to-GroupWise transition guide
- Client customization resources
- Short videos highlighting certain tasks and features
- A list of client enhancements
- GroupWise skill-building resources

1.11.3 GroupWise Documentation Web Page

For a complete set of GroupWise user and GroupWise administration documentation, go to the GroupWise 18 Documentation website (http://www.novell.com/documentation/groupwise18/).

This *User Guide* is also available in the GroupWise client by clicking **Help** > **User's Guide**.

1.11.4 Quick Starts

The following quick starts describe how to use specific aspects of GroupWise, including how to use GroupWise with other Micro Focus and third-party products.

- *GroupWise Calendar Publishing Quick Start* (http://www.novell.com/documentation/groupwise18/pdfdoc/gw18_qs_calpubuser/gw18_qs_calpubuser.pdf)
- *GroupWise Messenger Quick Start* (http://www.novell.com/documentation/groupwise18/pdfdoc/gw18_qs_messenger/gw18_qs_messenger.pdf)
- *GroupWise Skype Quick Start* (http://www.novell.com/documentation/groupwise18/pdfdoc/gw18_qs_skype/gw18_qs_skype.pdf)
- *GroupWise Vibe Quick Start* (http://www.novell.com/documentation/groupwise18/pdfdoc/gw18_qs_vibe/gw18_qs_vibe.pdf)
- *GroupWise WebAccess Basic Quick Start* (http://www.novell.com/documentation/groupwise18/pdfdoc/gw18_qs_webaccbasic/gw18_qs_webaccbasic.pdf)

1.11.5 End-User Training Web Page

Various tutorials, training materials, and tips are available at the GroupWise End-User Training website (http://www.brainstorminc.com/videos/gw18).

This link is also available in the GroupWise client by clicking **Help** > **Training and Tutorials.**

1.11.6 GroupWise Cool Solutions Web Community

The GroupWise Cool Solutions website (https://www.novell.com/communities/coolsolutions/category/groupwise/) has tips and tricks, feature articles, and answers to frequent questions.

The link is also available in the GroupWise client by clicking **Help** > **Cool Solutions Web Community**.

2 Getting Organized

In Getting Started, you learned the basics of the GroupWise environment. In this section you learn how to transform the basic GroupWise environment into an efficient, customized collaboration environment that suits your personal work style.

- Section 2.1, "Customizing the GroupWise Interface," on page 31
- Section 2.2, "Using Categories to Organize Items," on page 35
- Section 2.3, "Using Folders to Organize Your Mailbox," on page 38
- Section 2.4, "Using Panels to Organize Your Home Folder," on page 52
- Section 2.5, "Customizing Other GroupWise Functionality," on page 54

2.1 Customizing the GroupWise Interface

- Section 2.1.1, "Selecting a GroupWise Scheme," on page 31
- Section 2.1.2, "Customizing Individual GroupWise Appearance Settings," on page 32
- Section 2.1.3, "Customizing the Main Toolbar," on page 32
- Section 2.1.4, "Setting Your Default Start Folder," on page 33
- Section 2.1.5, "Setting Default Views for Reading," on page 33
- Section 2.1.6, "Setting the Default Read/Compose View and Font," on page 34
- Section 2.1.7, "Setting the QuickViewer Default Behavior," on page 34
- Section 2.1.8, "Changing Your Default Item Views," on page 34
- Section 2.1.9, "Automatically Reading the Next Item in Your Mailbox," on page 35
- Section 2.1.10, "Changing the GroupWise Interface Language," on page 35

2.1.1 Selecting a GroupWise Scheme

You can select from four schemes:

- **Default:** The Default scheme has a variety of colors schemes to choose from, and displays the Nav Bar, Full Folder List, Main Menu, and two columns with panels.
- **GroupWise 6.5:** The GroupWise 6.5 scheme has a single color scheme and displays the Folder List, Main Toolbar, and Item List.
- **Simplified:** The Simplified scheme has a variety of color schemes to choose from and displays the Nav Bar, Simple Folder List, and two columns with panels.
- **Custom:** The Custom scheme allows you to set the appearance settings however you like. If you edit one of the predefined schemes, those settings become your Custom scheme.

To select a scheme:

1. Click **Tools** > **Options**.
2. Double-click **Environment**, then click the **Appearance** tab.

3 Select a scheme from the **Schemes** drop-down list.

4 Click **OK**, then click **Close**.

2.1.2 Customizing Individual GroupWise Appearance Settings

There are several ways to change the GroupWise appearance.

1 Click **Tools** > **Options**.

2 Double-click **Environment**, then click the **Appearance** tab.

3 Select the appearance settings as desired.

Schemes: See Section 2.1.1, "Selecting a GroupWise Scheme," on page 31.

Display Main Menu: Displays the Main Menu above the Nav Bar.

Display Nav Bar: Displays the Nav Bar for quick access to your most used folders.

Display Main Toolbar Displays the Main Toolbar for quick access to your most common functions.

Use GroupWise Color Schemes: Overrides any operating system color schemes for the selected GroupWise color scheme.

Display Folder List: Displays the Folder List on the left side of the window.

Favorites Folder List: Displays a customized list of folders. Folders in this list are displayed in the order that they are most commonly accessed.

Simple Folder List: Displays only the folders that relate to the folder you are in. For example, if you are in your Mailbox folder, it displays the Cabinet folder so that you can file messages.

If you are in the Calendar folder, it lists personal calendars. If you are in the Frequent Contacts folder, it lists personal Contacts folders. If you are in the Documents folder, it lists documents.

Full Folder List: Displays the complete list of folders.

Long Folder List: If the QuickViewer is displayed, select this option to extend the Folder List to the bottom of the QuickViewer when it is displayed below the Item List rather than to the right.

Display QuickViewer: Select this option to display the QuickViewer, or leave it deselected to prevent the QuickViewer from displaying.

You can also customize individual folders for QuickViewer display. Right-click a folder, then click **Properties > Display**. Select or deselect **Remember QuickViewer visibility** and **Show QuickViewer** as needed.

QuickViewer at Bottom: If **Display QuickViewer** is selected, this option displays the QuickViewer at the bottom of the window.

QuickViewer at Right: If **Display QuickViewer** is selected, this option displays the QuickViewer at the right of the window.

4 Click **OK**.

2.1.3 Customizing the Main Toolbar

You can customize each toolbar by adding and deleting buttons, choosing button order, and placing separators between buttons.

1 To customize the Main toolbar if the toolbar is not displayed, right-click the toolbar, then click **Customize Toolbar**.

2 Click the **Show** tab.

3. Click how you want the toolbar to display.

   You can select to show buttons as pictures, pictures with text below them, or pictures with selected text on the right.
4. Select whether you want a single row of buttons or multiple rows of buttons.
5. To remove or show the display settings drop-down list, deselect or select the **Show display settings drop-down list**.
6. To show the buttons that are most useful for the selected item, select **Show item context toolbar**.
7. To show the buttons that are most useful for the selected folder, select **Show folder context toolbar**.
8. Click the **Customize** tab.
9. To add a button, click a category from the **Categories** list box, click a button in the **Controls** box, then click **Add Button**.

   Categories are menu titles in the Main Window. The buttons in the **Controls** box correspond to features found under the menu title. For example, the buttons for the File category are actions under the **File** menu (opening views, printing, saving, and so on).
10. To remove a button, drag it off the toolbar.
11. To change the order of a button on a toolbar, drag it to where you want it to display.
12. To add space between buttons, drag one button away from the other button.

    or

    To remove space between buttons, drag one button toward another button.
13. Click **OK**.

NOTE: Actions such as dragging a button off the toolbar and changing the order of toolbar buttons can only be performed while the **Customize Toolbar** dialog is open.

2.1.4 Setting Your Default Start Folder

By default, GroupWise displays your Mailbox folder. After you set up your Home folder, you might prefer to start in your Home folder instead.

1. Click **Tools** > **Options**, then double-click **Environment**.
2. Click the **Default Actions** tab.
3. Select whether you want to start GroupWise in the **Mailbox folder** or **Home folder**.
4. Click **OK**.

2.1.5 Setting Default Views for Reading

Use this option to speed up the load time when you have added extra graphics and images, such as backgrounds and signatures, your default view. This option eliminates the added features and shows a default message.

This option does not modify changes such as font or size in the sent messages, unless the changes were actually saved as part of the view.

1. Click **Tools** > **Options**.
2. Double-click **Environment**.

3 Click the **Views** tab.
4 Select **Use default views for reading**.

2.1.6 Setting the Default Read/Compose View and Font

To change the view for all items:

1 Click **Tools** > **Options**.
2 Double-click **Environment**.
3 Click the **Views** tab.
4 Make selections in the **Default Compose View & Font** and **Default Read View & Font** group boxes.
5 (Optional) In the **Default Read View & Font** group box, select **Force view** next to **Plain Text** if you want to prevent HTML-only messages from being displayed when no plain text version is available.

   If you select **Force view**, a message informs you whenever an HTML-only message cannot be displayed; however, you can still click **View** > **HTML** to view it. If you do not select **Force view**, HTML-only messages are displayed in HTML, even though you have selected **Plain Text** for the default read view.
6 Select a default font style.
7 Select a default font size.
8 Click **OK**.

To change the view in one item:

1 Open an item.
2 Click **View**, then click **Plain Text** or **HTML**.

2.1.7 Setting the QuickViewer Default Behavior

1 Click **Tools** > **Options**, then double-click **Environment**.
2 Click the **Default Actions** tab.
3 Select if you want the QuickViewer to display on **All folders**, **Selected folder only**, or **Prompt**.
4 Click **OK**.

2.1.8 Changing Your Default Item Views

1 Click **Tools** > **Options**.
2 Double-click **Environment**, then click the **Views** tab.
3 Select an item type from the box on the left.
4 Select the group setting in the Group drop-down menu.
5 Select the personal setting from the Personal drop-down menu.
6 Select **Group** or **Personal**.
7 Repeat Step 3 through Step 6 until you have selected a default view for each item type.
8 Click **OK**.

2.1.9 Automatically Reading the Next Item in Your Mailbox

You can configure GroupWise to automatically open the next item in your mailbox after you accept, decline, or delete the item you are reading. By default, this option is disabled.

1 Click **Tools > Options**.

2 Double-click **Environment**, then click the **General** tab.

3 Select **Read next after accept, decline or delete**, then click **OK**.

2.1.10 Changing the GroupWise Interface Language

If you have the multilanguage version of GroupWise, you can select the interface language for GroupWise.

1 Click **Tools** > **Options**.

2 Double-click **Environment**, then click the **General** tab.

3 Click a language in the **Interface language** drop-down list, then click **OK**.

TIP: To change the Spell Checker language, see "Selecting the Spell Checker Language" on page 67.

2.2 Using Categories to Organize Items

Categories provide you with a way to organize your items. You can assign a category to any item, including contacts. You create and add categories and can give each category an identifying color. The colors display in the Item List and in the Calendar.

2.2.1 Understanding Categories

When you assign a category to an item, the item is displayed in the color of the category. Categories help you to quickly organize items in groups.

Categories help you to quickly organize items in groups. Four default categories (Follow-up, Low priority, Personal, and Urgent) are available for you to assign to items. You can modify and delete these categories if you choose, as well as create new categories. When you assign a category to an item, by default, the item is displayed in the color of the category.

If you assign one of the default categories to an item you are sending, the item arrives in the recipient's Mailbox with that category assigned. If you assign a category that you created to an item you are sending, the item arrives in the recipient's Mailbox with no category assigned.

If you assign one of the default categories to an item in a shared folder, the category appears for all users on the item in the shared folder. If you assign a category that you created to an item in a shared folder, the category is only visible to you.

Items can show multiple category colors assigned to them by adding the Categories column to the folder view or by displaying the folder in summary view. When you hover over the color representing the category, the name of the category is displayed. The Category column itself can be sorted, and it will sort the items by category according to the order you set up when you configured your categories. When items are sorted by category, they will display in multiple places in the sorted list if the item has multiple categories.

2.2.2 Assigning Categories to Items

- "Assigning a Category Quickly" on page 36
- "Assigning Any Category to Any Item Type" on page 36
- "Assigning a Category by Using Item Properties" on page 36
- "Assigning Multiple Categories" on page 37
- "Removing a Category from an Item" on page 37

Assigning a Category Quickly

In any Item List:

1. Click on the hover over circle to the item icon.
2. Click a category in the drop-down list.

   or

   If the category you want isn't listed, click **More** to display the Edit Categories dialog box, select the category, then click **OK**.

   The 10 most recently used categories are listed. (If you have not yet used categories, they are displayed alphabetically.)

Assigning Any Category to Any Item Type

To assign a category to a message, appointment, task, note, or contact:

1. Right-click the item.
2. Click **Categories**.
3. Click a category in the drop-down list.

   or

   If the category you want isn't listed, click **More** to display the Edit Categories dialog box, select the category, then click **OK**.

   The 10 most recently used categories are listed. (If you have not yet used categories, they are displayed alphabetically.)

To assign a category to an address book entry:

1. Open a personal address book.
2. Locate the user you want.
3. Right-click the user.
4. Click **Details**, then click **Categories**.
5. Click a category in the menu, then click **OK**.

Assigning a Category by Using Item Properties

1. Open an existing item, open the options slide-out, then click the edit icon next to **Categories** under the **Personalize** drop-down menu.

   or

   Open a new item to compose, click the **Send Options** tab, then click **Edit Categories**.

If you assign one of the default categories (Follow-up, Low priority, Personal, and Urgent) to an item you are sending, the item arrives in the recipient's Mailbox with that category assigned. If you assign a category that you created to an item you are sending, the item arrives in the recipient's Mailbox with no category assigned.

2 In the Edit Categories dialog box, select a category, then click **OK**.

Assigning Multiple Categories

1 Right-click the item.
2 Click **Categories > More** to display the Edit Categories dialog box.
3 Select the desired categories.
4 Click **OK**.

Removing a Category from an Item

1 Right-click the item.
2 Click **Categories > More** to display the Edit Categories dialog box
3 Deselect the category to remove, then click **OK**.

The category is removed from the item.

2.2.3 Working with Categories

- "Adding a New Category" on page 37
- "Renaming a Category" on page 38
- "Finding Items by Category in a Folder" on page 38
- "Sorting Items by Category" on page 38
- "Deleting a Category" on page 38
- "Using Category Colors in the Item List" on page 38

Adding a New Category

1 Click **Actions > Categories > More** to display the Edit Categories dialog box.
2 Type the category name in the **New Category** field at the bottom of the Edit Categories dialog box.
3 Click **Add**.

The **Add** button becomes active when you begin typing a category name.

4 To assign a color to a category, select the category name in the list, then select the text and background colors.
5 Click **OK** to save the new category.

TIP: You can also select an item before creating the new category, and then immediately assign the new category to the selected item.

Renaming a Category

1 Click **Actions > Categories > More** to display the Edit Categories dialog box.

2 Select the category name, then click **Rename**.

3 Type the new name, then click **OK**.

The category is renamed in the list, and for all the items to which it was assigned.

Finding Items by Category in a Folder

1 In the upper-right corner of any folder, click the Find drop down**Categories**, then click the category name.

  All items that have been assigned this category are displayed.

2 To clear this selection, click the **X** in the Find field.

Sorting Items by Category

1 Add a **Category** column to the folder Item List, as described in "Adding a Column" on page 44.

2 Click the **Category** column to sort the Item List by category.

Deleting a Category

1 Click **Actions > Categories > More** to display the Edit Categories dialog box.

2 Select the category name, then click **Delete**.

3 Click **Yes**, then click **OK**.

The category is removed from the list, and from all the items to which it was assigned.

Using Category Colors in the Item List

1 Click **Actions** > **Categories** > **More** to display the Edit Categories dialog box.

2 Select or de-select **Use colors in the Item List**.

3 Click **OK**.

If you de-select **Use colors in the Item List**, the category color still display next to the item icon and in the category column.

2.3 Using Folders to Organize Your Mailbox

Use folders to store and organize your items. For example, you can group all items related to a particular task or subject together.

By default, the items in your mailbox are deleted and archived only when you choose to do so. However, your GroupWise administrator can change this functionality to delete or archive your messages after a given amount of time. To ensure that your items are not deleted, you can archive them manually. For information on how to archive GroupWise items, see Section 16.3, "Archiving Email," on page 271.

2.3.1 Understanding Folder Lists

All folders are subfolders of your Home folder. Click the arrow to expand and collapse folders in a Folder List. You can choose to display any of three different kinds of Folder Lists:

- "Full Folder List" on page 39
- "Simple Folder List" on page 39
- "Favorites Folder List" on page 40

Full Folder List

The Full Folder List displays all the folders that you have.

Next to any folder (except for shared folders), the number of unread items is shown in square brackets. Next to the Sent Items folder, the number in square brackets shows how many items are pending to be sent from Caching or Remote mode.

You can organize items in your folders by moving or linking them. When you move an item into a folder, it is taken from one location and placed in another. When you link an item to a folder, the item still exists in its original folder and it also appears in the new folder. When you change a linked item, it is also changed in the other folders. If an item is linked to multiple folders and you delete the original item, the copies in your other folders remain.

You can define a different set of properties for each folder in your Mailbox. For example, you can sort the items in one folder by date, and sort the items in another folder by company.

Simple Folder List

The Simple Folder List is context-sensitive. It displays the folders that are relative to the folder you are currently in. The following are context-sensitive Simple Folder Lists:

- **Calendar:** Displays a list of all calendars. From here you can select to display the contents of a calendar in the main calendar. In addition, you can change the color of a calendar.
- **Contacts:** Displays a list of all personal address books. By default, the main Contacts folder is the Frequent Contacts address book.
- **Documents:** Displays a list of your document libraries. By default, the main Documents folder is your default document library.
- **NNTP:** Displays a list of subscribed groups within the newsgroup.
- **GroupWise Feeds:** Displays a list of the RSS feeds you have subscribed to.
- **Favorites:** Displayed whenever you are not in the Calendar folder, Contacts folder, Documents folder, or any NNTP folders or RSS feeds. The Favorites Simple Folder List allows you to copy folders into the folder list for quicker access.

Favorites Folder List

The Favorites Folder List allows you to add your most commonly used folders to the Simple Folder List for quick access. This is helpful when you drag and drop items to your folder list. Folders in this list are displayed in the order that they are most commonly accessed.

When you display the Favorites Folder List, the most recently used folders are also displayed in a separate list, in the **Recently Used Folders** section. Up to 15 folders that you access most frequently are displayed at the top of this section. If you stop accessing a folder that is in this list, it eventually is removed from the list. Folders that are displayed in the Favorites Folder List are not displayed in the Recently Used Folders section.

2.3.2 Displaying Folder Lists

- "Arranging Your Folder Lists" on page 40
- "Building Your Favorites Folder List" on page 40
- "Reorganizing Your Folders" on page 40
- "Alphabetizing a Folder List" on page 41
- "Closing the Folder List" on page 41

Arranging Your Folder Lists

1. In the Folder List header, click the Folder List Options arrow.
2. Select one or more Folder Lists: **Favorites**, **Simple**, or **Full**.
3. If you selected more than one type of Folder List, click the Folder List drop-down arrow again, then click **Choose Order**.
4. Move the Folder Lists into the order you want them to display, then click **OK**.
5. Size the Folder Lists as needed.

Building Your Favorites Folder List

There are two ways to add folders to the Favorites Folder List:

- Right-click a folder anywhere in your Mailbox, then select **Add to Favorites**.
- Select multiple folders to add to your Favorites Folder List.

To conveniently select multiple folders:

1. Right-click your Favorites Folder, then click **Choose Favorites**.
2. Select the folders to add or remove.
3. Click **OK**.

Reorganizing Your Folders

1. Click **Edit** > **Folders**.

From the Folders dialog box you can create, delete, rename, and move folders.

Alphabetizing a Folder List

1 Right-click your **Home** folder or **Cabinet** folder.

2 Click **Sort Subfolders**.

Closing the Folder List

You can close your Folder List to leave more room for other views, such as the Calendar, in the Main Window. This is convenient when you access your folders through the Nav Bar. To hide or show the Folder List, click **View > Folder List**.

If you are not displaying your Folder List and you drag and drop an item to where the folder location is, the Folder List pops out so that you can drag and drop the item to the Folder List.

2.3.3 Working with Folders

- "Creating a New Folder" on page 41
- "Creating a Specific Folder" on page 41
- "Moving a Folder" on page 41
- "Renaming a Folder" on page 42
- "Deleting a Folder" on page 42
- "Deleting Multiple Subfolders at Once" on page 42
- "Protecting Folders and Items" on page 42

Creating a New Folder

1 Right-click in the Folder List

2 Select **New Folder**

3 Type a name for New Folder

If you create a folder and then decide you want it in a different position, drag the folder to a new position in the Folder List.

Creating a Specific Folder

1 In the Folder List, click **File** > **New** > **Folder**.

2 Select the folder type from the list of options, then click **Next**.

3 Type the name and description for the new folder.

4 Click **Up**, **Down**, **Right**, or **Left** to position the folder where you want it in the Folder List, then click **Next**.

5 Specify the display settings for the folder, then click **Finish**.

Moving a Folder

1 Drag and drop the folder to the desired location in your folder structure.

See also "Reorganizing Your Folders" on page 40.

Renaming a Folder

1 In the Folder List, right-click the folder, then click **Rename**.

2 Type a new name for the folder.

You cannot rename the Calendar, Documents, Mailbox, Sent Items, Tasklist, Contacts, Cabinet, Work In Progress, or Trash folders.

Deleting a Folder

1 Right-click the folder you want to delete, then click **Delete**.

2 Click **Yes** to confirm the deletion.

You cannot delete the Calendar, Documents, Mailbox, Sent Items, Tasklist, Contacts, Cabinet, Work In Progress, or Trash folders. You can delete the Junk Mail folder only if Junk Mail Handling has been disabled.

To delete a folder that is shared with you, right-click the folder, click **Delete**, then click **Yes**.

Deleting Multiple Subfolders at Once

You can delete multiple folders contained within another folder.

1 Open the folder containing the subfolders.

2 In the item list, select the subfolders you want to delete.

3 Right-click the selected folders, then click **Delete**.

4 Select whether to delete only the items contained in the folders, or whether to delete the items and the folders, then click **OK**.

Protecting Folders and Items

You can protect items in folders so that they are not removed when automatic cleanup or automatic archiving occurs. This option must be enabled by your GroupWise administrator before you can protect folders and items. When you protect a folder, a small shield icon is displayed on the bottom right of the folder icon. Items do not display any notification that the are protected. If you move an item out of a protected folder, you are not prompted to enable protection on the item unless you are moving the item while in the search view.

Protecting a Folder

1 Right-click a folder, then click **Properties**.

2 On the **General** tab, select **Protect items in this folder from auto cleanup.**

3 Click **OK**.

Protecting an Item

1 Right-click an item.

2 Click **Protect From Auto Cleanup**.

2.3.4 Managing Item Lists in Folders

- "Enabling Group Labels for a Folder" on page 43
- "Enabling Message Previews for a Folder" on page 43
- "Using Columns" on page 43
- "Moving or Linking an Item to Another Folder" on page 44
- "Changing the Item Read Options" on page 45

Enabling Group Labels for a Folder

Group Labels organize a list of items based on the type of items displayed. For example, in your Mailbox folder, Group Labels separate items based on the received date of the items.

1. Right-click a folder, then click **Properties**.
2. Click the **Display** tab.
3. Select **Show Group Labels**.
4. Click **OK**.

To collapse or expand Group Labels, click the + or - sign next to the label.

Enabling Message Previews for a Folder

A message preview shows two lines of the message. You cannot configure the number of lines displayed.

1. Right-click a folder, then click **Properties**.
2. Click the **Display** tab.
3. Select **Message Preview**.
4. Click **OK**.

Using Columns

The Item List in a folder is divided into columns. Each column displays information about the items in the list. For example, different columns display the subject of the items, the date they were sent, and so forth. You can customize the column display for each folder.

- "Moving a Column" on page 43
- "Resizing a Column" on page 44
- "Adding a Column" on page 44
- "Sorting by a Column" on page 44
- "Removing a Column" on page 44

Moving a Column

Drag a column to a new position in the column header.

TIP: You can also right-click a column heading, click **More columns**, click a column name in the **Selected columns** box, then click **Down** or **Up**.

Resizing a Column

Drag the edge of the column heading to make the column wider or narrower.

Adding a Column

1 Right-click the column header.
2 Click a column you want to add.

   or

   Click **More Columns**.

   2a In the **Available columns** list, select one or more columns, then click **Add**.
   2b Use **Up** and **Down** to position the new columns relative to the existing columns.
   2c Click **OK**.

Sorting by a Column

1 Click the folder containing the items you want to sort.
2 Click **View** > **Display Settings** > **Sort**.
3 Click the item property you want to sort by in the list box.
4 Click **Ascending** to sort from A to Z.

   or

   Click **Descending** to sort from Z to A.
5 Click **OK**.

You can also sort the Item List by clicking a column heading. To reverse the sort order, click the column heading a second time.

Removing a Column

Drag the column heading off the column header bar.

Moving or Linking an Item to Another Folder

When you move an item into a folder, it is taken from one location and placed in another. When you link an item to a folder, the item still exists in its original folder and it also appears in the new folder. When you change a linked item, it is also changed in the other folders.

1 Drag an item from the Item List to the folder you want.

   Press Alt while you drag the item to remove it from all folders it was previously linked to and place it in only that folder.

   Press Ctrl while you drag the item to link it to that folder.

TIP: You can also click an item, click **Edit** > **Move/Link to Folders**, select the folders you want to move or link the item to, then click **Move** or **Link**. Select **Delete old links** to remove the item from all folders it was previously linked to and place it in the selected folder.

If the item you move is a folder, and a folder with the same name already exists in the new location, a dialog box opens so you can change the name of the folder you are moving.

If you delete the original item, the copies in your other folders remain.

Changing the Item Read Options

You can select to have the folder display either the first unread item or the last item read. However, if the folder contains a large number of items, it could take a while for the contents of the folder to display.

To select the default read option for the folder:

1. Right-click the folder to modify.
2. Click **Properties**.
3. On the **General** tab, select **Select first unread item when folder is opened**.

   If you deselect **Select first unread item when folder is opened**, the folder displays the last item read.
4. Click **OK**.

2.3.5 Customizing Folder Display Settings

Display settings determine how GroupWise displays the information in a particular folder. For example, the Home folder has a default display setting that includes the Folder List and panels. These settings are saved in the GroupWise database, so they follow you from machine to machine. You can select from a list of default pre-configured display settings or customize your own display settings.

- "Understanding Basic Folder Display Settings" on page 45
- "Changing or Deleting Folder Display Settings" on page 47
- "Saving Your Display Settings" on page 47
- "Selecting Saved Display Settings for a Folder" on page 47
- "Sending a Display Setting" on page 47
- "Importing a Display Setting" on page 48

Understanding Basic Folder Display Settings

You can view the items in your Mailbox in different ways, depending on how you want the information organized.

1. Right-click the folder you want to change the display settings for, then click **Properties**.
2. Click the **Display** tab, then click **More Display Settings**.
3. Select the display setting from the **View by** drop-down list.

   You can select from the following settings:
   - Details
   - Discussion Threads
   - Panels
   - Calendar
   - Tasklist
4. Click **OK** twice.

Details

Details displays a list of your items and information about them organized in columns, including **Subject**, **Date**, **CC**, **Priority**, **Document Type**, **Due Date**, **Size**, **Version#**, and many other categories. Details is the default Mailbox view if you have not changed your Mailbox properties. For information about adding or rearranging columns, see "Using Columns" on page 43.

Discussion Thread

Discussion Threads shows the email discussion of an original item and all of its replies grouped in hierarchical order.

By default, only items that are received and only items that are in the folder are displayed in a discussion thread. are displayed in a discussion thread. You can add other types of items to the folder to be viewed in the discussion thread. For example, sent items can be added to the folder to complete the discussion thread.

To display sent items in a discussion thread:

1. Right-click the folder that is displaying discussion threads, then click **Properties**.
2. Click the **Display** tab, then click **More Display Settings**.
3. Select **Sent** under **Choose item source**.
4. Click **OK** twice, then specify a name for the display setting.
5. Click **OK**.

Panels

A panel displays a customized view of information in GroupWise. For example, the default Home view includes an Unread Messages panel, which displays a list of items you have not read. The Tasklist panel is another default panel on the Home view. The Tasklist panel displays items that are in your Tasklist folder.

As Calendar

The As Calendar view displays all scheduled items that are saved in a particular folder. This is useful if you organize all your appointments and other items for a specific project in one folder.

As Tasklist

The As Tasklist view displays a Tasklist area at the top of your Item List, where you can create a Tasklist from items in your Item List. Each item that is dragged to the Tasklist area displays with a check box so that you can mark it completed. You can assign due dates, priorities, and more to Tasklist items. Any items you move to the Tasklist area also display in the Tasklist folder in the Folder List.

For more information about creating a Tasklist, see Section 5.4.1, "Assigning a Task," on page 151.

Changing or Deleting Folder Display Settings

You can control the name that appears in the **Display** drop-down list, the source of the items in the folder, the column display, and the order in which items sort in the folder. The display settings are set at the folder level. If you want to use the same display settings for multiple folders, save the display settings, then use that display setting for the other folders.

1. Right-click any folder in the Folder List, then click **Properties**.
2. Click the **Display** tab.
3. Click the display setting you want to modify in the **Setting name** drop-down list.
4. Make any changes to the display settings in the dialog box.
5. Click **Save As**, change the display settings name as required, then click **OK**.
6. To delete a folder display setting, click the display setting, then click **Delete**.
7. Click **OK**.

Saving Your Display Settings

After you have customized your display settings the way you like them, you can save those display settings for future use. The display settings are saved in the GroupWise database so they follow you from machine to machine.

1. Click **View** > **Display Settings** > **Save Current**.

Selecting Saved Display Settings for a Folder

You can select from a variety of default display settings or from previously saved display settings.

1. Right-click the folder to change the display settings for, then click **Properties**.
2. Click the **Display** tab.
3. In the **Settings name** drop-down list, select the name of the display setting.
4. (Optional) Type a description of the folder.
5. Set the remaining settings as desired.
6. Click **OK**.

Sending a Display Setting

You can send a display setting as an attachment to email recipients. If the recipient is a GroupWise user, he or she can then import the setting and select it from a list of available display settings. This is helpful, for example, when you want your entire company to have the same layout for the Home folder.

The display settings are sent as an attachment with the file format of `.gws`.

1. Select the folder that you want to send the display settings for.
2. Click **View** > **Display Settings** > **Send Current.**

   An email message appears with the settings as an attachment.
3. In the **To** box, type a user name, then press Enter. Repeat for additional users. If necessary, click to add the **Cc** or **Bc** boxes, then type user names in the **CC** and **BC** boxes.

   or

To select user names from a list, click **Address** on the toolbar, double-click each user, then click **OK**.

4 To change the From name (to another account or proxy), click **From:,** then click a name.

5 Type a subject.

6 Type a message.

You can specify many options, such as making this message a high priority, requesting a reply from the recipients, and more, by clicking the **Send Options** tab.

7 Click **Send** on the toolbar.

Importing a Display Setting

You can import a GroupWise display setting from another GroupWise system, even if you are not on the same system. This is helpful, for example, when you want your entire company to have the same layout for the Home folder.

You must have a message that contains an attachment with the file format of `.gws`.

1 In a message that contains a GroupWise display settings attachment, right-click the attachment in the attachment window.

2 Click **Import Display Settings**.

The display setting is added to your list of available display settings. For information on how to select a display setting, see "Selecting Saved Display Settings for a Folder" on page 47.

2.3.6 Understanding Find Results Folders

A Find Results folder is a folder that displays the results of a query. When the folder is opened, GroupWise examines the search criteria defined for the folder, searches for everything specified, then displays everything it finds in the Item List. You can act on items in a Find Results folder the same way you act on items in any folder, such as opening, forwarding, printing, copying, moving, or deleting them. The original item remains stored in the folder where the search found it and is also acted on. This means that if you move or delete an item from a Find Results folder, the item is deleted from the Item List, and from the original location.

You can see the folder where each item originated if you open a Find Results folder and look at the columns of information displayed in the Item List. The Folder column lists where each item is actually stored.

You can create your own Find Results folders and define the search criteria you want, such as all items from a particular address or all items with a certain word in the Subject line. Or you might create a Find Results folder that displays all unread items.

- "Creating a Find Results Folder" on page 48
- "Creating a Folder That Displays Unread Items" on page 49

Creating a Find Results Folder

1 In the Folder List, click **File** > **New** > **Folder**.

2 Click **Find results folder**.

3 To create a Find Results folder with your own search criteria, click **Custom find results folder**, then click **Next**.

or

To create a Find Results folder based on Find By Example, click **Custom find by example folder**, then click **Next**.

or

If you want to use a predefined Find Results folder as a template for creating a custom folder, click **Predefined find results folder**, select the predefined folder you want to base your folder on (for example, Sent Items), select **Modify predefined find results folder**, then click **Next**.

4. Type the name and the description for your folder.
5. Click **Up**, **Down**, **Right**, or **Left** to position the folder where you want it in the Folder List, then click **Next**.
6. Specify the search criteria, find by example criteria, or information for items you want to find.
7. If you don't want the folder to update results each time you open it, deselect **Find new matching items each time the folder is opened**.
8. Click **Next**.
9. Specify any display settings you want for this folder, then click **Finish**.

Creating a Folder That Displays Unread Items

A popular use for Find Results folders is to create a folder that displays all of your unread items.

To create a Find Results folder that displays your unread items:

1. Click **File** > **New** > **Folder**.
2. Select **Find results folder**, then select **Custom find results folder**.
3. Click **Next**.
4. In the **Name** field, specify a name for the folder, such as `Unread Items`, then click **Next**.
5. In the **Look in** field, select all the folders where you want to display unread items from.
6. Click **Advanced Find**.
7. In the first drop-down list, select **Item Status**; in the second drop-down list, select **Does Not Include**; and in the third drop-down list, select **Read**.
8. Click **OK**, then click **Next** > **Finish**.

2.3.7 Using Shared Folders

- "Understanding Shared Folders" on page 50
- "Sharing an Existing Folder or Folder Tree with Other Users" on page 50
- "Creating a Shared Folder" on page 50
- "Accepting Shared Folders" on page 51
- "Posting an Item to a Shared Folder" on page 51
- "Viewing Discussion Threads in a Shared Folder" on page 51
- "Transferring Ownership of a Shared Folder" on page 51
- "Deleting a Shared Folder" on page 52

Understanding Shared Folders

A shared folder is like any other folder in your Cabinet, except other people have access to it and it also appears in their Cabinets. You can create shared folders or share existing personal folders in your Cabinet. You choose whom to share the folder with, and what rights to grant each user. Then, users can post messages to the shared folder, drag existing items into the folder, and create discussion threads.

When you share a folder, all subfolders are automatically shared by default. The maximum amount of subfolders that can included in a single shared folder is 400.

You cannot share system folders, which includes the Mailbox, Calendar, Documents, Sent Items, Tasklist, Contacts, Cabinet, Work In Progress, Junk Mail, and Trash folders.

If you place a document in a shared folder, people with rights to the shared folder don’t automatically have rights to edit the document. Before they can edit the document, you must give them Edit rights on the **Document Sharing** tab.

You can share personal folders with other users. Recipients of the shared folder receive a notification explaining that you have shared the folder with them. They can then accept the folder or decline the folder.

In Remote and Caching modes, changes in shared folders are updated whenever you connect to the master GroupWise system.

Sharing an Existing Folder or Folder Tree with Other Users

1. In the Folder List, right-click the folder you want to share, then click **Sharing**.
2. Select **Shared with**.
3. In the **Name** field, start typing the name of a user, or click the **Address Book** button to select the user from the **Address Selector** dialog box.
4. When the user’s name appears in the field, click **Add User** to move the user into the **Share list**.
5. Click the user’s name in the **Share list**.
6. Select the access options you want for the user.
7. Repeat Step 3 through Step 6 for each user you want to share the folder with.
8. (Optional) Leave **Share all sub-folders** selected if you want all subfolders of the folder that you’re sharing to also be shared. Users have the same access rights to subfolders as they do in the parent folder.
9. Click **OK**.

If you want the folder to have a specific function, you can create a new display setting. For example, if the folder is for shared discussions, you should create a setting that views items by reply thread and contains both sent and received items. Right-click the folder, click **Properties**, then click **Display**.

Creating a Shared Folder

1. In the Folder List, click **File** > **New** > **Folder**.
2. Select **Shared folder**, then click **Next**.
3. Type a name and description for the new folder.
4. Click **Up**, **Down**, **Right**, or **Left** to position the folder where you want it in the Folder List, then click **Next**.

5 In the **Name** field, start typing the name of the user.
6 When the user's name appears in the field, click **Add User** to move the user into the **Share** List.
7 Click the user's name in the **Share** List.
8 Select the access options you want for the user.
9 Repeat Step 5 through Step 8 for each user you want to share the folder with.
10 Click **Next**.
11 Specify the display settings you want for the folder.
12 Click **Finish**.

For more information, see "Using Shared Folders" on page 49.

Accepting Shared Folders

1 Click the Shared Folder Notification in your Mailbox.

   A message appears, showing the name of the folder you have been granted rights to and the type of rights you have been given.
2 Click **Next**.
3 The name of the folder is filled in by default. Make any desired changes to the name.
4 Use the **Up**, **Down**, **Left**, and **Right** buttons to select the folder's location.
5 Click **Finish**.

Posting an Item to a Shared Folder

1 Click the shared folder in your Folder List to open it.
2 Click **File** > **New** > **Discussion/Note**.

   If you want to post a different type of item, such as a task, click **Edit** > **Change To**, then click an item type.
3 Type a subject.
4 Type your message.
5 Click **Attach** to attach files.
6 Click **Post** on the toolbar.

To reply to an existing item in a shared folder, open the item, click **Reply**, select a reply option, then click **OK**. See "Replying to an Email in a Shared Folder" on page 98 for more information.

Viewing Discussion Threads in a Shared Folder

1 In a shared folder, click **View** > **Display Settings** > **Discussion Threads**.
2 To expand or collapse a discussion thread, click the **-** and **+** next to the original discussion item.
3 To scroll through different discussions, press Ctrl+Left-arrow or Ctrl+Right-arrow.

Transferring Ownership of a Shared Folder

1 Right-click on the shared folder, then click **Sharing**.
2 Click **Transfer Ownership**.

3 Select the new owner of the shared folder, change the subject and message whether you want to be kept as a participant.

   When you click Send, the new owner receives a notification that they are now the owner of the shared folder.

Deleting a Shared Folder

To delete a folder that is shared with you:

1 Right-click the folder.
2 Click **Delete**.
3 Click **Yes**.

Deleting a folder that is shared with you deletes the folder from your GroupWise Mailbox only. All other users are unaffected. However, if you are the one who shared the folder with others, deleting that folder also removes it from all other users.

2.4 Using Panels to Organize Your Home Folder

Panels enable you to display multiple panels in a single, customized view. You can display any folder in a panel. You can also display an address book or a web page in a panel.

- Section 2.4.1, “Understanding Panels,” on page 52
- Section 2.4.2, “Resizing a Panel,” on page 52
- Section 2.4.3, “Moving a Panel,” on page 53
- Section 2.4.4, “Customizing a Panel,” on page 53
- Section 2.4.5, “Creating a New Panel,” on page 53
- Section 2.4.6, “Removing a Panel,” on page 54
- Section 2.4.7, “Exporting and Importing Home View Settings,” on page 54

2.4.1 Understanding Panels

A panel is a customized view of information in GroupWise. For example, the default Home view has an Unread Messages panel that displays a list of items you have not read. The Tasklist panel is another default panel on the Home view. The Tasklist panel displays items that are in your Tasklist folder.

A panel can be created to display a variety of information, from unread items to a summary calendar. A predefined list of panels has been created, but you can also create your own custom panels.

2.4.2 Resizing a Panel

You might want to resize the height of a panel to display more or less information. To change the height of a panel, move your mouse cursor to the top of the line until the resize icon displays, then drag the mouse cursor up or down to resize the panel.

TIP: To have one panel ignore column boundaries and span across all columns, click the panel drop-down arrow, then click **Span All Columns**.

2.4.3 Moving a Panel

1 Place your cursor in the title bar of a panel, then drag and drop the panel to its new location.
2 Resize surrounding panels to accommodate the panel in its new location.

See also Customizing a Panel.

2.4.4 Customizing a Panel

1 Right-click the folder that you want to modify the panels for, then click **Properties**.
2 Click the **Display** tab.
3 Select **Panels** from the **View by** drop-down list.
4 Click **Customize Panels**.
5 Select whether you want to view the panels in one, two, or three columns.
   If you select **Three or more columns**, select the number of columns in the **columns** field.
6 Select from the list of available panels, or create your own panels by clicking **New Panel**.
7 Click **Add** next to the column you want the column to display in.
8 (Optional) Click **Move Up** or **Move Down** to position the column where you want it to display.
9 Click **OK**.

2.4.5 Creating a New Panel

1 Click the panel drop-down arrow, then click **Add Panel**.
2 Click **New Panel**.
3 Type the panel name in the **Name the new panel** field.
4 Select whether you want the panel to display a folder or web page.
   If you select a folder, click **Change Folder** to select the folder to display the contents of.
   or
   If you select a web page, type the URL of the web page in the **Selected Web page** field.
5 Select a display setting from the **Choose display settings** drop-down list.
   Calendar: Displays the panel as a graphical calendar.
   Details: Displays the details for items in the panel.
   Discussion Thread: Groups the items in the panel according to threads.
   Tasklist: Displays the panel as a Tasklist.
   or
   Click **More Display Settings** for additional display settings.
6 (Optional) Click **Filter** to add a filter to the panel.
7 Click **OK**, then click **Add** to display the panel.

2.4.6 Removing a Panel

1 Click the panel drop-down arrow, then click **Close**.

2.4.7 Exporting and Importing Home View Settings

As with folder display settings, you can send your Home View display settings to other GroupWise users. Likewise, you can import Home View display settings that are emailed to you.

For information on how to export your Home View settings, see "Sending a Display Setting" on page 47.

For information on how to import Home View settings that are emailed to you, see "Importing a Display Setting" on page 48.

2.5 Customizing Other GroupWise Functionality

- Section 2.5.1, "Changing GroupWise Modes," on page 54
- Section 2.5.2, "Changing Your Display Name," on page 55
- Section 2.5.3, "Changing Your Time Zone," on page 56
- Section 2.5.4, "Setting the Interval for Refreshing GroupWise," on page 56
- Section 2.5.5, "Customizing Date and Time Formats," on page 56

2.5.1 Changing GroupWise Modes

GroupWise provides four different ways to run the GroupWise client: Online mode, Caching mode, Remote mode, and Remote (Offline) mode.

- "Online Mode" on page 54
- "Caching Mode" on page 55
- "Remote Mode" on page 55
- "Changing Modes" on page 55

You might be able to run GroupWise in any of the four modes, or your GroupWise administrator might require that you use only a certain mode.

Most GroupWise features are available in all four GroupWise modes, with some exceptions. Subscribing to other users' notifications is not available in Caching mode. Subscribing to other users' notifications and Proxy are not available in Remote mode. Any feature that requires a connection, such as to the GroupWise system or to an IMAP4 account, is not available in Remote (Offline) mode.

Online Mode

When you use Online mode, you are connected to your post office on the network. Your mailbox displays the messages and information stored in your network mailbox (also called your Online Mailbox). Online mode is connected to your network mailbox continuously. In Online mode, if your Post Office Agent shuts down or you lose your network connection, you temporarily lose your connection to your mailbox.

You should use this mode if you do not have a lot of network traffic, or if you use several different workstations and do not want to download a local mailbox to each one.

Caching Mode

Caching mode stores a copy of your network mailbox, including your messages and other information, on your local drive. This allows you to use GroupWise whether or not your network or Post Office Agent is available. Because you are not connected to the network all the time, this mode cuts down on network traffic and has the best performance. A connection is automatically made to retrieve and send new messages. All updates are performed in the background, so your work is not interrupted.

You should use this mode if you have enough disk space on your local drive to store your mailbox.

Several users can set up their Caching Mailboxes on a single shared computer.

If you run Caching Mode and Remote Mode on the same computer, the same local mailbox (also called the Caching Mailbox or Remote Mailbox) can be used to minimize disk space usage.

If disk space is limited, you can restrict the items that are downloaded to your local mailbox. You can specify to get the subject line only or specify a size limit.

For more information, see Section 11.1, "Using Caching Mode," on page 229.

Remote Mode

Remote mode is familiar to GroupWise users on the road. Similar to Caching mode, a copy of your network mailbox, or the portion of the mailbox you specify, is stored on your local drive. You can retrieve and send messages on a periodic basis with the type of connection you specify (modem, network, or TCP/IP). If you do not want a complete copy of your network mailbox, you can restrict what is retrieved, such as only new messages or only message subject lines.

For more information, see Section 11.2, "Using Remote Mode," on page 234.

Changing Modes

GroupWise starts in Online mode by default. After you have set up a Caching Mailbox, it is easy to change between modes as needed.

1 Click the **Mode Selector** icon in the Folder List header.
2 Select the desired mode.

   Restart GroupWise to change modes.

2.5.2 Changing Your Display Name

You can change the name that is displayed in items that you send from GroupWise. You can only change your display name if the **Accounts** menu is displayed. The **Accounts** menu is displayed if you are in Caching mode or if your administrator allows POP and IMAP or NNTP on your GroupWise system.

1 Click **Account** > **Account Options**.
2 Click the **Mail** tab, then click **General Options**.
3 Type your display name in the **Display Name** field.
4 Click **OK**, then click **Close**.

2.5.3 Changing Your Time Zone

GroupWise gets its time zone setting from the operating system where GroupWise is running. If you want to change your GroupWise time zone, you must change the time zone of your operating system.

1. Right-click the clock in your Windows notification area.
2. Select **Adjust date/time**.
3. On the **Date and Time** tab, click **Change time zone**, then select the correct time zone.
4. Click **OK**.

2.5.4 Setting the Interval for Refreshing GroupWise

When GroupWise is refreshed, it checks for new email and refreshes the screen to show new or changed information. By default, GroupWise refreshes every minute. However, you can change the refresh interval.

1. Click **Tools > Options**.
2. Double-click **Environment**, then click the **General** tab.
3. Under **Refresh Interval**, specify the number of minutes and seconds you want to pass before a refresh, then click **OK**.

2.5.5 Customizing Date and Time Formats

GroupWise offers several date and time formats that determine the way dates and times display throughout the application. For example, you might prefer dates to appear with the day first, followed by the month, and then the year, such as 24 August, 2010.

The time and date formats in GroupWise are highly customizable. You can specify the order of elements, the type of separators between elements, whether dates are spelled out or represented by numbers, and several other options.

- "Setting Default Date and Time Formats" on page 56
- "Setting the General GroupWise Format" on page 57
- "Setting Specific GroupWise Formats" on page 57

Setting Default Date and Time Formats

There are three configurable date and time settings:

- **Time:** Use the **Time** setting to determine how times display.
- **Short Date Format:** Use the **Short date** setting to specify how the date appears in its short format (typically, with numbers representing the day, month, and year).
- **Long Date Format:** Use the **Long date** setting to specify how the date appears in its long format (typically, with numbers representing the day and year, and with the month spelled out).

Setting the General GroupWise Format

Use the **General GroupWise format** setting to determine whether the long date or short date is used throughout GroupWise.

1 Click **Tools** > **Options**, then double-click **Calendar**.

2 Click the **Date/Time** tab.

3 Under **General GroupWise format**, view the **Time** format, specify whether the **Date** format should show the long date or short date, then click **OK**.

Setting Specific GroupWise Formats

Use the **Specific GroupWise formats** settings to specify the date and time formats used in the Main Window, properties, and file info areas throughout GroupWise.

1 Click **Tools** > **Options**, then double-click **Calendar**.

2 Click the **Date/Time** tab.

3 Under **Specific GroupWise formats**, select the formats you prefer for each of the settings, then click **OK**.

   You can select either **Time, Short Date, Long Date,** or one of the available combinations of date and time formats.

3 Email

An email item is basically a text message sent to a recipient. In GroupWise, an email item can be a message, appointment, task, reminder note, or a phone message note. You can write them in plain text or HTML, and you can add attachments to them. All incoming items are delivered to your Mailbox folder.

- Section 3.1, “Sending Email,” on page 59
- Section 3.2, “Managing Sent Email,” on page 84
- Section 3.3, “Receiving and Replying to Email,” on page 91
- Section 3.4, “Managing Received Email,” on page 100
- Section 3.5, “Printing Email,” on page 105
- Section 3.6, “Handling Unwanted Email (Spam),” on page 106

3.1 Sending Email

When you send an email message from GroupWise, you can send the message either as text or HTML. Additionally, you can choose to attach a file, add a signature or vCard to the message, and spell check the message before it is sent.

The address book and name completion help you to quickly and easily find the contacts you need when sending an email message.

- Section 3.1.1, “Selecting the Default Compose View,” on page 60
- Section 3.1.2, “Composing Email,” on page 60
- Section 3.1.3, “Formatting Email,” on page 61
- Section 3.1.4, “Spell Checking Messages,” on page 65
- Section 3.1.5, “Attaching Files,” on page 68
- Section 3.1.6, “Adding a Signature or vCard,” on page 70
- Section 3.1.7, “Routing Mail to Multiple Recipients Consecutively,” on page 72
- Section 3.1.8, “Sending S/MIME Secure Messages,” on page 73
- Section 3.1.9, “Saving Unfinished Email,” on page 79
- Section 3.1.10, “Selecting Send Options,” on page 80
- Section 3.1.11, “Posting a Sticky Note,” on page 83
- Section 3.1.12, “Sending Phone Messages,” on page 83
- Section 3.1.13, “Voting,” on page 84

3.1.1 Selecting the Default Compose View

By default, GroupWise provides the HTML Compose view for composing items. The HTML view offers a broad selection of fonts, point sizes, and colors; text formatting options that include paragraph styles, indentation, bulleted lists, numbered lists, hyperlinked text, and horizontal lines; and image options for embedded images and background images. If you prefer a simpler editing environment, you can use the Plain Text Compose view.

1 Click **Tools** > **Options**.
2 Double-click **Environment**, then click the **Views** tab.
3 Select either **Plain Text** or **HTML**.
4 Select the font and font size in the appropriate fields.
5 Click **OK**.

TIP: In a new item you are composing, you can change your Compose view for that one item by clicking **View > Plain Text** or **View > HTML**.

3.1.2 Composing Email

1 Click **New Mail** on the toolbar.

   You can select a different mail view by clicking the down-arrow next to **New Mail**.

2 In the **To** box, type a user name, then press Enter. Repeat for additional users.

   or

   To select user names from a list, click **Address** on the toolbar, search for and double-click each user, then click **OK**.

3 If necessary, click **+Cc** and **+Bc** to add those fields, then type user names in the **Cc** and **Bc** boxes.

   CC (Courtesy Copy): Courtesy copy recipients (CC) receive a copy of an item. CC recipients are users who would benefit from the information in an item, but are not affected by or directly responsible for it. All recipients can see that a courtesy copy was sent. They can also see the names of the CC recipients.

   BC (Blind Copy): Blind copy recipients (BC) receive a copy of an item. Other recipients receive no information about blind copies. Only the sender and the blind copy recipient know that a blind copy was sent. If a recipient replies and chooses **Reply to All**, the blind copy recipient does not receive the reply.

4 To change the From name (to another account or proxy), click **From:**, then click a name.
5 Type a subject.
6 Type a message.
7 (Optional) Click the **Send Options** tab to specify options such as making this message a high priority, requesting a reply from the recipients, add categories, and more.

   When you use the Categories option, only the four default categories carry over to the recipient.

   In a Compose view, you can Ctrl+Click to open a hyperlink.

8 Include any attachments by clicking **Add Attachment** at the bottom of the compose window.
9 Click **Send** on the toolbar.

3.1.3 Formatting Email

The formatting options that are available when you compose a message depend on the Compose View you have selected. The options described in this section apply to the message you are composing.

NOTE: If recipients are using the HTML Read view, they see the email as you formatted it. They cannot change the font of an HTML-formatted item. If recipients are using the Plain Text Read view, HTML formatting is lost. However, they can click **View > HTML** to display the message the way you formatted it.

- "Selecting a Text Editor" on page 61
- "Using the GroupWise Text Editor to Format HTML Email" on page 61
- "Using the GroupWise Text Editor to Format Plain Text Email" on page 63
- "Using Custom Views in the GroupWise Text Editor" on page 64

Selecting a Text Editor

When you compose a message in GroupWise, you have a choice of using the native GroupWise editor, or any of the following third-party editors:

- LibreOffice 3.6 or later
- Microsoft Word 2007 or later

In order to use LibreOffice or Word, the application must be properly installed on your workstation.

When you select LibreOffice or Word as your default editor, the application's functionality and formatting are available within the GroupWise compose window. Refer to their documentation for formatting assistance.

1. Click **Tools** > **Options**, then double-click **Environment**.
2. Click the **Editors/Viewers** tab.
3. Under **Compose plain text using**, select the editor to use.
4. Under **Compose HTML using**, select the editor to use.
5. Click **OK**.

Using the GroupWise Text Editor to Format HTML Email

You can use the HTML tools available in GroupWise to add additional formatting to your messages. Standard text features like font, underline, and italics are all available on the toolbar, as well as features like alignment, indentation, adding images and tables, and more.

You might need to resize the item view horizontally to see all the buttons on the HTML toolbar.

- "Changing the Font in an HTML Message" on page 62
- "Adding a Horizontal Line in an HTML Message" on page 62
- "Adding a Bulleted or Numbered List in an HTML Message" on page 62
- "Adding a Table in an HTML Message" on page 62

* “Adding Images in an HTML Message” on page 62
* “Adding a Background Image in an HTML Message” on page 62
* “Adding a Hyperlink in an HTML Message” on page 63
* “Undoing or Redoing the Last Text Action in an HTML Message” on page 63

Changing the Font in an HTML Message

In an open HTML message:

1. Use the HTML toolbar to change the font, font size, and other font attributes as needed.

You can also set a default font for HTML items. For more information, see “Setting the Default Read/ Compose View and Font” on page 34.

Adding a Horizontal Line in an HTML Message

In an open HTML message:

1. Select a location in the email where you want the line to appear.
2. Click the Horizontal Line icon.

Adding a Bulleted or Numbered List in an HTML Message

In an open HTML message:

1. Use the HTML toolbar to insert a bulleted or numbered list.
2. Type a list item, then press Enter to create the next item in the list.
3. To turn off the list formatting, press Enter, then press Backspace after the last item.

Adding a Table in an HTML Message

In an open HTML message:

1. On the HTML toolbar, click the **Table Options** icon.
2. From the drop-down menu, select the size of the table, or select **Other** and specify your own dimensions.

   The table is displayed in the email and adjusts to fit the text.

Adding Images in an HTML Message

In an open HTML message:

1. In the area where you want the image to appear, click the **Insert Picture** icon.
2. Specify the name of the graphic you want to add, or browse to and select it, then click **OK**.

Adding a Background Image in an HTML Message

In an open HTML message:

1. Click the **Background Image** icon.
2. Specify the name of the graphic you want to use as a background, or browse to and select it.
3. Click **OK**.

Adding a Hyperlink in an HTML Message

Hyperlinks directly connect a specific word, phrase, or image to a specific website.

In an open HTML message:

1. Select the word, phrase, or image you want to use, then click the **Insert Hyperlink** icon.
2. Specify the web address you want to link to.
3. Click **OK**.

   The text changes color and is underlined to indicate it is a link. An image does not change color, but still functions as a link.

Undoing or Redoing the Last Text Action in an HTML Message

You can undo the last text action in the **Subject** or **Message** field of a message you are composing.

1. Click **Edit** > **Undo**.

   or

   To redo the action, click **Edit > Redo**.

You can also use Ctrl+Z for Undo and Ctrl+Y for Redo. For information about other shortcut keys, see Appendix D, “Shortcut Keys,” on page 291.

Using the GroupWise Text Editor to Format Plain Text Email

In a plain text message, you can change the font, size, and color. You can use bold, italics, and underline. However, in the Plain Text Compose view, you cannot indent text, or insert hyperlinks or horizontal lines.

- “Changing the Font in a Plain Text Message” on page 63
- “Formatting Lists in a Plain Text Message” on page 63
- “Undoing the Last Text Action in a Plain Text Message” on page 64

Changing the Font in a Plain Text Message

In an open item you are composing in the Plain Text view:

1. Click the **Message** field.
2. Click **Edit** > **Font** > **Font**.
3. Select a font and a font style.
4. Select a size.
5. Select any other options you want to change, then click **OK**.

You can also use the toolbar buttons to bold, italicize, or underline portions of text.

Formatting Lists in a Plain Text Message

In an open item you are composing in the Plain Text view:

1. Press Ctrl+Shift+L to insert a bulleted list.
2. Press Ctrl+Shift+L again to change it to a numbered list.
3. Continue to press Ctrl+Shift+L to select from the six list formats available.

4 Type a list item, then press Enter to create the next item in the list.
5 To turn off the list formatting, press Enter twice after the last list item.

Undoing the Last Text Action in a Plain Text Message

You can undo the last text action in the **Subject** or **Message** field of a message you are composing.

1 Click **Edit** > **Undo**.

You can also use Ctrl+Z for Undo. For information about other shortcut keys, see Appendix D, “Shortcut Keys,” on page 291.

Using Custom Views in the GroupWise Text Editor

Custom views make it possible to create an email template, then save that template to use again. This is helpful when you want to frequently send an email that has certain text or a certain appearance. You can create an email message with your desired look and feel, then save that email message as a custom view.

- “Saving a Custom View” on page 64
- “Opening a Custom View” on page 64
- “Defining the Location Where Custom Views Are Saved” on page 64

NOTE: Some HTML formatting might not be preserved if you save an HTML message as a view. Using a Plain Text message for a custom view is recommended.

Saving a Custom View

1 Click **New Mail** to create a new email message.
2 (Optional) Type the subject of the email message in the **Subject** field.
3 Type the message of the email in the **Message** field.
4 Click **File** > **Save View**.

   By default, a custom view is saved in the `C:\Novell\Groupwise` directory. Custom view files have a `.ghv` file extension.
5 Type a name for the view, then click **Save**.

Opening a Custom View

1 Click the down-arrow next to the **New Mail** icon.
2 Select the custom view file you saved earlier.

   The custom view opens, displaying the information you entered when you saved the custom view file.
3 Add any additional information as needed, then click **Send**.

Defining the Location Where Custom Views Are Saved

1 Click **Tools > Options**, then double-click **Environment**.
2 Click the **File Location** tab.

3 In the **Custom views** field, type the location where custom views are stored, or browse to and select the location.

4 Click **OK**.

3.1.4 Spell Checking Messages

There are two ways to spell check the items you send. Both features check for misspelled words, duplicate words, and irregular capitalization in items you are creating. Each feature has advantages in different situations.

- "Using Quick Speller" on page 65
- "Using Spell Checker" on page 66

Using Quick Speller

Quick Speller checks the spelling as you type, and underlines the words that are spelled incorrectly. When Quick Speller finds a misspelled word, you can replace it with a word that Quick Speller suggests or skip the word whenever it appears in that message. You can also add the word to a user word list.

- "Enabling Quick Speller by Default" on page 65
- "Spell Checking with Quick Speller" on page 65
- "Disabling Quick Speller as You Compose an Email" on page 65

Enabling Quick Speller by Default

1 Click **Tools > Options**.

2 Double-click **Environment**, then click the **General** tab.

3 Select **Check spelling as you type**, then click **OK**.

Deselect this option to disable Quick Speller.

Spell Checking with Quick Speller

1 Right-click the misspelled word in the **Subject** or **Message** field.

2 Click the correctly spelled word.

or

Click **Skip Always** to skip the word in the rest of the message.

or

Click **Add to Word List** to add the word to your word list.

Disabling Quick Speller as You Compose an Email

1 Right-click in the **Subject** or **Message** field.

2 Click **Disable Quick Speller**.

To re-enable Quick Speller, right-click in the **Subject** or **Message** field, then click **Enable Quick Speller**.

TIP: You can also enable/disable Quick Speller at any time in the Compose Options slide-out.

Using Spell Checker

You run Spell Checker separately, either manually or by selecting to have it run when you click **Send**. When Spell Checker finds a misspelled word, you can replace it with a word Spell Checker suggests, edit the word manually, or skip the word. You can also define an automatic replacement for the word, or add the word to a user word list. You use Environment Options or the Compose Options slide-out to set up Spell Checker to automatically spell check your messages before you send them.

- "Spell Checking an Item with Spell Checker" on page 66
- "Spell Checking Items Automatically with Spell Checker" on page 66
- "Configuring Spell Checker" on page 67
- "Selecting the Spell Checker Language" on page 67
- "Adding a New Spell Checker Language" on page 67

Spell Checking an Item with Spell Checker

If you are using an editor other then GroupWise, spell checking is performed by the editor's spell checker. See the application's help for additional information on spell checking.

1 Click the **Subject** or **Message** field.

   or

   Select the text to spell check.

2 Click **Tools** > **Spell Check**.

3 To specify a range of text to check, click the **Check** drop-down list and select an option.

4 When Spell Checker stops on a word, click any of the available options, or edit the word manually.

   You can choose from the following options:

   Replace: Replaces a misspelled word with a word Spell Checker suggests. To replace a misspelled word, double-click the word or select the word and click **Replace**. To make your own corrections, edit the word in the **Replace with** field, then click **Replace**.

   Skip Once: Skips the word one time. Spell Checker stops the next time it encounters the word.

   Skip Always: Skips every occurrence of the word throughout the document. Spell Checker ignores the word until the next time you spell check.

   Add: Adds the word to the current user word list, which stores supplemental words so that Spell Checker can recognize the word in future spell checks.

   QuickCorrect: Defines an automatic replacement for a word or phrase. When Spell Checker stops on a word, click **QuickCorrect** to replace the word with the text in the **Replace with** field and add the replacement to the user word list that QuickCorrect uses. Next time you type the word, QuickCorrect automatically replaces it.

5 Click **Yes** when spell checking is complete.

Spell Checking Items Automatically with Spell Checker

You can set GroupWise to automatically spell check items every time you click **Send**.

1 Click **Tools** > **Options**.

2 Double-click **Environment**, then click the **General** tab.

3 Select the check box for **Check Spelling as you type** and **Check spelling before send**, then click **OK**.

Configuring Spell Checker

You can modify the types of words the Spell Checker considers misspelled.

1. When the Spell Checker stops on a misspelled word, click **Options**.
2. Select or deselect the following options:
   - Check words with numbers
   - Check duplicate words
   - Prompt before auto replacement
3. Continue with spell checking as usual.

Selecting the Spell Checker Language

1. Click the **Subject** field or the **Message** field.

   or

   Select the text to spell check.
2. Click **Tools** > **Speller Language**.
3. Select the language to use, then click **OK**.

Adding a New Spell Checker Language

Multiple Spell Checker dictionaries can be included when the GroupWise client is installed. To see a list of Spell Checker language dictionaries that can be added, see "GroupWise User Languages" in the *GroupWise 18 Administration Guide*.

In some circumstances, you might need to add a Spell Checker dictionary for a language that is not included with your installation of the GroupWise client. The GroupWise Spell Checker supports Hunspell/Myspell-compatible language dictionaries. Each language dictionary consists of two files with identical file names: one ending with `.aff` extension, and the other with `.dic` extension.

To add a new language dictionary to the GroupWise Spell Checker:

1. Download the language dictionary files.

   For example, language dictionaries can be found at the following websites:
   - Apache OpenOffice Dictionary Extensions (http://extensions.openoffice.org/en/search?f%5B0%5D=field_project_tags%3A157)
   - Firefox Dictionary Extensions (https://addons.mozilla.org/en-US/firefox/language-tools/)
2. Copy the `.aff` and `.dic` files into the GroupWise dictionaries directory, located at:

   64-bit Windows: `C:\Program Files (x86)\Novell\GroupWise\dictionaries`

   32-bit Windows: `C:\Program Files\Novell\GroupWise\dictionaries`
3. (Optional) Create a `.txt` file in the `dictionaries` directory, with the same name as the new dictionary files.

   Open the `.txt` file, type the name you would like the new dictionary to have when it appears in the Spell Checker menu, then save the file.
4. Restart the GroupWise client.
5. When the GroupWise client restarts, click **New Mail** in the Main Window.
6. Select the message body, then click **Tools > Speller Language**.
7. From the drop-down menu, select your new Speller language.

If you didn't create a custom name for your new language in Step 3, the new dictionary name will appear in the country/dialect code format.

8 Click **OK**.

3.1.5 Attaching Files

Use **Attach File** to send one or more files to other users. The recipients can open the attached file, save it, view it, or print it. If you change the attached file after you send it, the recipients do not see the changes.

If you attach a file that has a name longer than 255 characters (including the full path to the file), an error is displayed and you are unable to send the message.

If you attach a file that is password-protected, the recipient cannot open or view the attachment without entering the password.

For information about attaching documents that are in a GroupWise Library, see "Attaching a Document Reference to an Item" on page 69.

- "Attaching a File to an Item" on page 68
- "Attaching a Document Reference to an Item" on page 69
- "Embedding an OLE Object in an Item" on page 69

Attaching a File to an Item

1 Open a new item.

2 Fill in the **To**, **Subject**, and **Message** fields.

3 Click the attachment icon on the toolbar, then browse to and select the file or files you want to send.

To attach more than one file in a folder, Ctrl+click each file you want to attach. The Attach File dialog box defaults to the previous location you used to attach a file.

4 Click **OK**.

5 Click **Send** on the toolbar.

TIP: You can also attach a file or an item by dragging the file or item into the attachment window. In addition, you can right-click a file in Windows, then click **Send To** > **GroupWise Recipient**. A new item is created with the attachment in the attachment window.

To remove an attachment before you send the item:

1 Right-click the attachment, then click **Delete**.

If you delete an attached file, it is not erased from its original location; it is simply removed from the attachment list.

Moving or deleting the original file does not affect the file that you attached to an item.

Attaching a Document Reference to an Item

If the file you want to attach is a document stored in the GroupWise Library, you can attach a document reference. When a recipient opens the attachment, the document in the library opens if the recipient has rights to open or view the document and if the library is available.

If any recipients do not have sufficient document rights, if they are not using an email product that supports the GroupWise Library, or if the library is unavailable, only a copy of the document opens. If the recipient edits the copy, the changes do not affect the actual document in the library. For more information about document rights, see Chapter 15, "Document Management," on page 265.

To attach a document reference to an item:

1 Open a new item.

2 Fill in the **To**, **Subject**, and **Message** fields.

3 Click **Add Attachment** at the bottom of the compose window, then click **Document Reference** in the **Attach File** window.

   The Select Document dialog box displays.

4 In the **Library** drop-down list, click the library that contains the document you want to attach.

5 In the **Document #** field, type the document number.

   If you don't know the number of the document, click **Find** to locate the document in the library. To attach a document displayed in the Find Results dialog box, click the document, then click **OK**.

6 In the **Version** drop-down list, click which version you want to attach. If you select **Specific Version**, type the version number in the **Version #** field.

7 Click **OK**.

8 Click **Send** on the toolbar.

Embedding an OLE Object in an Item

1 Open and address an item.

2 Click **File** > **Attachments** > **Attach Object**.

3 To embed an existing object, click **Create from File**, type the path and file name, then click **OK**. Skip to Step 8.

   or

   To create a new object and embed it, complete Step 4 through Step 8.

4 Click **Create New**, then select a type of object.

5 Click **OK** to open the application.

6 Create the object you want to embed.

7 Click the application's **File** menu, then click **Exit**.

   This step might differ, depending on the application.

8 Complete the item if necessary, then click **Send** on the toolbar.

In order for a recipient of an item to view or edit embedded OLE objects, the recipient must be using GroupWise.

If the recipients open the object and edit it, they must save it under a new file name. Otherwise, when they try to close the mail message, they receive an error.

If you have copied an OLE object to the clipboard, you can embed it in an open item by using **Paste Special** on the **Edit** menu.

3.1.6 Adding a Signature or vCard

Use Signatures to insert a signature or tag line at the end of items you send. For example, you can have GroupWise automatically list your name, phone number, and email address at the bottom of every item you send.

If you have a number of different accounts, including POP3, IMAP4, and NNTP newsgroup accounts, you can create a different signature for each account. You can also create multiple signatures for the same account.

Signatures are created in HTML, which allows you to add graphics and formatting to your signature. When you send a text message, the HTML signature is converted to text.

You can also have GroupWise automatically add a vCard, or virtual business card, to the end of messages.

- "Creating a Signature" on page 70
- "Setting Up a vCard" on page 71
- "Adding the Signature or vCard to an Email" on page 71
- "Understanding Global Signatures" on page 71

Creating a Signature

Signatures can either be created through the GroupWise client options, or from within a message you are composing.

To create a signature using the GroupWise client options:

1. Click **Tools** > **Options**, then double-click **Environment**.
2. Click the **Signature** tab.
3. Select **Signature**, then click **New**.
4. Type a name for the signature, then click **OK**.
5. Create your signature in the HTML editor that is provided.
6. Select whether you want this signature to be your default signature.
7. Select whether you want to be prompted to add a signature for each item you send.
8. Click **OK**.

To create a signature from the Compose view:

1. Click the Options Slide-Out icon to open the Compose Options slide-out. The Signature drop-down menu is open by default.
2. Click the edit icon next to **Create new signature**.
3. Type a name for the signature, then create your signature in the HTML editor that is provided.
4. Select whether you want this signature to be your default signature.
5. Click **OK**.

Setting Up a vCard

vCards are electronic business cards formatted according to standards set by the Internet Mail Consortium. A vCard file has a `.vcf` extension, and you can add the file to your outgoing email items. Third-party companies create software you can use to create vCards that include text, graphics, and sound. When you use GroupWise to generate your vCard, it uses the information from the fields in your Address Book listing.

1. Click **Tools > Options**, then double-click **Environment**.
2. Click the **Signature** tab.
3. Select **Electronic business card (vCard)** to automatically add a vCard to every email you send.
4. Select the source of the vCard information.

   Generate from GroupWise Address Book: Composes a vCard based on your personal information in the GroupWise Address Book.

   Select from personal address book: Allows you to select any user in a personal address book and create a vCard from their personal information. This is useful when you send email on behalf of other users.

   Select a vCard file: Enables you to select a custom vCard `.vcf` file provided by a third-party company.
5. Select whether you want to be prompted to add a vCard for each item you send.
6. Click **OK**.

Adding the Signature or vCard to an Email

If you select **Prompt before adding**, you can manually add your signature while composing any message by clicking **Click to add a signature** in the message body. If you select **Automatically add**, your default signature is automatically added to all emails. You can edit the signature after it has been added to an item to personalize it for the item you are sending. Any changed made to the signature when editing it in place are not kept. If you set up a vCard, your vCard is added automatically to all emails as well. You can have both a signature and a vCard at the same time.

1. In the compose view, select **Click to add a signature**, in the message body.

   Your default signature is immediately added to the message. If you haven't created a signature yet, you will be prompted to create one now. For more information, see "Creating a Signature" on page 70.
2. To select a different signature, hover over the signature area and click the small arrow in the upper right corner.
3. (Optional) Make any changes you desire to the signature to personalize it for this specific item.
4. When you are finished composing your message and signature, click **Send**.

Understanding Global Signatures

In addition to personal signatures, your GroupWise administrator can create a global signature for everyone to use. If the GroupWise administrator requires the global signature, it is automatically appended to all items that are sent. If a global signature is available but not required, it is appended to your signature if you already use a personal signature. If you don't have a personal signature, the global signature is added only if required. When you resend an item, the global signature is not automatically added to the message.

3.1.7 Routing Mail to Multiple Recipients Consecutively

Use Routing Slip to send a mail message or task to several users consecutively. You determine the order of the route. When a user marks the routed item Completed, it is sent to the next user on the route.

If the routed item includes attachments, each user on the route can view and add comments to them. When comments are added to an attachment, all subsequent users on the route see the comments.

You can track the status of a routed item you have sent by viewing the item's Properties. When you send a routed item to an external address, the item is automatically marked Completed (because the external recipient cannot mark it) and is sent to the next user on the route.

If you want to prevent a proxy from marking routed items Completed, you can require a password to complete a routed item.

- "Creating a Routed Message" on page 72
- "Addressing a Routed Item with an Address Book" on page 72
- "Requiring a Password before Marking a Routed Item Completed" on page 73
- "Completing a Routed Item" on page 73

Creating a Routed Message

1. Open a mail message or task.
2. Click **Actions** > **Routing Slip**.
3. In the **Route** box, type a user name, then press Enter. Repeat for each user included in the route.

   or

   Click **Address** on the toolbar to select user names from the Address Selector dialog box.

   You can also specify personal groups as recipients of a routed item. When you use the Address Selector dialog box, the group is expanded into its members so that you can specify the order of the users in the route.
4. Type a subject and message.
5. If you want to prevent a proxy from marking routed items Completed, you can require the recipient's GroupWise password to mark the item Completed. Click the **Send Options** tab, click **Security**, then select **Require password to complete routed item**.
6. Click **Send** on the toolbar.

Addressing a Routed Item with an Address Book

1. In a mail message or task, click **Address** on the toolbar.
2. Select the **Routing Slip** check box.
3. Ctrl+click names in the order you want to route the item, then click **Route**.

   or

   Double-click names in the order you want to route the item.

   Use drag and drop to change the order of names in the list of addresses.
4. Click **OK**.

Requiring a Password before Marking a Routed Item Completed

When you require a password, users must enter the password for their mailbox before they can mark the item Completed.

To require a password for all routed items you create:

1. Click **Tools** > **Options**.
2. Double-click **Security**, then click the **Send Options** tab.
3. Select **Require password to complete routed item**.
4. Click **OK**.

For information on GroupWise passwords, see Section 1.3, "Assigning a Password to Your Mailbox," on page 16.

Completing a Routed Item

1. When you are finished with the assignment or instructions in the routed item, open the item.
2. If you need to view and edit an attachment to the routed item, open the attachment in its associated application, make your changes, then save the file and close the application.

   The file is saved to your computer's temporary files directory. Do not change the path; otherwise, your changes will not be included when the routed item is sent to the next recipient.
3. In the item, select **Actions** > **Mark Completed**, then click **OK**.

   You can also select the **Completed** check box in the item header.
4. If the sender has required a password to complete the item, type your GroupWise password, then click **OK**.

   The item is sent to the next user on the route.
5. Click **Close**.

3.1.8 Sending S/MIME Secure Messages

GroupWise works with security software you have installed, to send secure items.

- "Requirements" on page 74
- "Digitally Signing or Encrypting a Message" on page 75
- "Digitally Signing or Encrypting All Messages" on page 75
- "Obtaining a Security Certificate from a Certificate Authority" on page 76
- "Selecting a Security Service Provider" on page 76
- "Selecting a Security Certificate for Digitally Signing Items" on page 76
- "Using LDAP to Search for Recipient Encryption Certificates" on page 77
- "Selecting the Method Used for Encrypting Items" on page 77
- "Checking Whether the Digital Signature of an Item Was Verified" on page 78
- "Viewing Received Security Certificates and Changing the Trust" on page 78
- "Viewing Your Own Security Certificates" on page 79
- "Importing or Exporting Security Certificates" on page 79

Requirements

The security features described in this section are available through any cryptographic providers that use the Microsoft Cryptographic API and support full RSA and/or AES.

Adding Security

You can add security to the items you send by digitally signing them or encrypting them. When you digitally sign an item, the recipient is able to verify that the item was not modified en route and that it originated from you. When you encrypt an item, you are able to ensure that the intended recipient is the only one who can read it.

When you sign or encrypt items using GroupWise, the recipients can read the items with any other S/MIME-enabled email product.

Understanding Security Certificates

A security certificate is a file that identifies an individual or organization. Before you can send secure items, you must obtain a security certificate. Use your web browser to obtain a certificate from an independent certificate authority. See the GroupWise Digital Certificate web page (http://www.novell.com/products/groupwise/technical-information/certificates.html) for a list of certificate authorities.

You can also use LDAP to search for a security certificate.

You use your security certificate to digitally sign items you send. You use other users' public security certificates to verify digitally signed items they send to you.

To encrypt an item and have the recipient user decrypt it, you must have already received the user's public security certificate. An element of this security certificate, called the public key, is used to encrypt the item. When the recipient opens the encrypted item, it is decrypted with another element from the security certificate, called the private key.

There are two ways to obtain a user's public security certificate:

- The user can send you a digitally signed item. When you open the item, you are prompted to add and trust the security certificate.
- The user can export his or her public certificate, save it to a disk or external drive, and deliver it to you. You then import the public certificate.

Receiving a Secure Item

Secure items are marked in your Item List with the following icons:

Icon	Description
	Signed item
	Encrypted item
	Signed and Encrypted item

Using Security Service Providers

Depending on the security software you have installed, you can select different security service providers for the items you send. For example, your organization might require you to use one security service provider for work items because of a preferred encryption method, but you might want a different security service provider for sending personal items. The security options available depend on the security service provider you select.

See "Selecting a Security Service Provider" on page 76 for more information.

Advanced Information

GroupWise is compatible with the S/MIME version 2 and 3 specification. The security service providers that GroupWise supports have common encryption algorithms such as RC2, RC4, and in Windows 7 or later, AES. When digitally signing an item, GroupWise hashes the item into a message digest using the standard SHA-1 algorithm. The message digest is distributed with the item being sent.

See "Selecting a Security Service Provider" on page 76 for more information.

Digitally Signing or Encrypting a Message

To encrypt an item and enable the recipient to decrypt it, you must have received the recipient's public security certificate.

1. Ensure that you have a security certificate and that you have selected the security service provider you want to use.
2. Open an item view.
3. Click the **To** field, type a user name, then press Enter. Repeat for additional users.
4. Click [icon] to digitally sign the item.
5. Click [icon] to encrypt the item.
6. Type a subject and message.
7. Click **Send** on the toolbar.

   If you receive a Recipient Certificate Not Found message when you attempt to send the item, one of the following is true: 1) You are trying to encrypt an item for a recipient and don't have his or her public certificate; 2) The email address in the public certificate does not match the recipient's email address; or 3) There is no email address in the recipient's public certificate and the recipient's email address cannot be verified.

   If 1) is true, you need to obtain the recipient's public security certificate. If 2) or 3) is true, click **Find Certificate** to locate the recipient's certificate.

Digitally Signing or Encrypting All Messages

1. Click **Tools** > **Options**.
2. Double-click **Security**, then click the **Send Options** tab.
3. Select **Sign digitally** or **Encrypt for recipients**.
4. Click **Advanced options**, then make selections.
5. Click **OK** twice, then click **Close**.

Obtaining a Security Certificate from a Certificate Authority

For most companies, the local GroupWise administrator issues security certificates. If you are unsure about where to obtain a security certificate, please contact your local GroupWise administrator.

1. Click **Tools** > **Options**.
2. Double-click **Certificates**.
3. Click **Get Certificate**.

   Your web browser launches and displays the GroupWise web page, which contains a list of certificate authorities. This is only a partial list; GroupWise supports a wide variety of certificate authorities.
4. Select the certificate authority you want to use, then follow the instructions on the website.

   If you used Internet Explorer to obtain the certificate, the certificate is available in GroupWise. If you used Firefox or Chrome to obtain the certificate, you need to export or back up the certificate from the browser (see your browser's documentation for how this is accomplished). For more information, see "Importing or Exporting Security Certificates" on page 79.
5. In GroupWise, click **Tools** > **Options**, double-click **Security**, then click the **Send Options** tab.
6. Select **Microsoft Base Cryptographic Provider** or **Microsoft Enhanced Cryptographic Provider** from the **Name** drop-down list under **Select a security service provider**.

   Select the appropriate security service provider based on the encryption strength of the certificate you are using. The encryption strength of a certificate depends on the encryption strength of the browser used to obtain the certificate. For example, if you have Internet Explorer with 128-bit encryption installed, the encryption is high, and only works with Microsoft Enhanced Cryptographic Provider.
7. Click **OK**.
8. Double-click **Certificates**, click the certificate you want to use, then click **Set As Default**.
9. Click **OK**, then click **Close**.

Selecting a Security Service Provider

1. In the Main window, click **Tools** > **Options**.
2. Double-click **Security**, then click the **Send Options** tab.
3. Select a security service provider from the **Name** drop-down list.
4. Click **OK**, then click **Close**.

The security service provider you select takes effect as soon as you log in to the provider (if login is required). The options and encryption methods available depend on the security service provider you have selected.

You cannot select security service provider options in an individual item. You must select these options from the Main Window.

Selecting a Security Certificate for Digitally Signing Items

1. Click **Tools** > **Options**.
2. Double-click **Certificates**.
3. Click the certificate name.

4 Click **Set As Default**.
5 Click **OK**, then click **Close**.

Using LDAP to Search for Recipient Encryption Certificates

Before you can use an LDAP directory service to search for security certificates, you must add the LDAP directory service to your GroupWise Address Book. For more information, see "Adding a Directory Service to an Address Book" on page 190.

1 Click **Tools** > **Options**, then double-click **Security**.
2 Click the **Send Options** tab.
3 Click **Advanced options**.
4 Select **Search for recipient encryption certificates in the default LDAP directory defined in LDAP Address Book**.
5 Click **OK** twice, then click **Close**.

Selecting the Method Used for Encrypting Items

1 Click **Tools** > **Options**.
2 Double-click **Security**, then click the **Send Options** tab.
3 Click **Advanced options**.

Use recipient's preferred encryption algorithm if available: GroupWise attempts to use the recipient's preferred encryption algorithm, if it is available.

Search for Recipient encryption certificates in the default LDAP directory defined in LDAP Address Book: GroupWise uses the defined LDAP Address Book to attempt to find encryption certificates for the recipient.

Default encryption algorithm: In the **Encrypted Item** box, the encryption algorithm drop-down lists are scrollable and include all encryption algorithms that are supported by the version of the web browser installed on the workstation where you are running the GroupWise client. The following list is a sample:

- 3DES (168 bits)
- DES (56 bits)
- RC2 (128 bits)
- RC2 (40 bits)
- RC2 (56 bits)
- RC2 (64 bits)
- RC4 (128 bits)
- AES (128 bits)
- AES (256 bits)

Broadcast my preferred encryption algorithm in signed item as: When you send an encrypted item, you can specify your preferred encryption algorithm to use.

Send the message portion in clear text format (clear signing): Sends the message in clear text; otherwise, it is sent as a PKCS7 encoded message.

Include my Certificate Authority's certificates: Your certificate authority's certificate is included in the message you send.

Check incoming/outgoing security item for revoked certificates: Checks the incoming and outgoing security item against the Certificate Revocation List.

Warn if revocation server is offline: You receive a warning if the revocation server is offline when GroupWise checks for it.

Warn if there is no certificate revocation information in certificates: You receive a warning if there is no certificate revocation information inside the certificate.

Do not check certificate for S/MIME compliance: The certificate is not checked for compliance with S/MIME.

Check certificate for Compliance with S/MIME version 2: The certificate is checked for compliance with the S/MIME version 2 standard.

Check certificate for Compliance with S/MIME version 3: The certificate is checked for compliance with the S/MIME version 3 standard.

4. Make selections in the **Encrypted item** group box.
5. Click **OK** twice, then click **Close**.

The available encryption methods depend on the security service provider you have selected.

Checking Whether the Digital Signature of an Item Was Verified

1. Open a digitally signed item that you received.
2. Click **File** > **Security Properties**.
3. Click the tabs to view information about the security certificate that was used.

The digital signature is verified when you open the item. If there are any concerns about the certificates that sign the item, a warning or an error displays immediately and the status bar of the item displays “Untrusted.”

If the digital signature was not verified, the security certificate might be invalid or the message text has been changed since the item was sent.

Viewing Received Security Certificates and Changing the Trust

1. Click **Contacts** in the Full Folder List.

   To access the Full Folder List, click the folder list header drop-down list (located above the Folder List; it probably displays **Online** or **Caching** to indicate what mode of GroupWise you are running in). Then click **Full Folder List**.

   or

   Open the Address Book.
2. Double-click a contact, then click the **Advanced** tab.
3. Click **Manage Certificates**.
4. Click a certificate, then click **View Details**.

If you initially did not trust a recipient’s security certificate and want to trust it, open a digitally signed item from the recipient, click the security certificate, click **Modify Trust**, click a trust option, then click **OK**.

If you no longer want to trust a recipient’s security certificate, click the security certificate, click **Remove**, then click **Yes**.

When you remove a recipient's security certificate from the list, it is removed from your certificate database. If you receive an item using that security certificate in the future, it is considered unknown.

Viewing Your Own Security Certificates

1 Click **Tools** > **Options**.
2 Double-click **Certificates**.
3 Click a certificate, then click **View Details**.

If you have multiple security certificates, the default security certificate is indicated by a check mark. To change the default, click a certificate, then click **Set As Default**.

You can change the name of your security certificate by clicking **Edit Properties**, and then editing the text in the **Certificate name** field. The certificate name is reflected in the list and is not stored in the actual certificate.

Importing or Exporting Security Certificates

When you export your security certificate with the private key to a file, a password is required to protect the exported file. You can use the exported file as a backup copy, or you can import the file on another workstation. If another user obtains the file and its associated password, he or she can digitally sign items in your name, and can read encrypted items you receive.

When you export your public certificate, you can send it to another user. The other user can then import your public certificate and send you encrypted items.

1 Click **Tools** > **Options**.
2 Double-click **Certificates**.
3 Click **Import** or **Export**.

   or

   Click **Certificate Authorities' Certificates**, then click **Import** or **Export**.
4 Type a file name, including the path.

   You can also click **Browse** to find the certificate file, click the file name, then click **Save** or **Open**.
5 If required, type your certificate password.
6 Click **OK**.

3.1.9 Saving Unfinished Email

- "Understanding Auto-Save" on page 80
- "Saving an Unfinished Email" on page 80

Understanding Auto-Save

When you compose a new message in GroupWise, items are automatically saved for you. This prevents the loss of any messages you are authoring if GroupWise unexpectedly shuts down. When GroupWise restarts, you have the option to recover these messages to finish composing them.

When you are composing a new message in GroupWise, by default the message is automatically saved to disk every 30 seconds. The message is saved as a MIME file to `c:\Documents and Settings\user\Local Settings\Application Data\Novell\GroupWise\GWItemSave.eml`. The file name increments if you are composing multiple messages simultaneously. When you save the message to your Work in Progress folder or close the item, the auto-saved message is deleted.

When GroupWise starts, if there are auto-saved messages in the `c:\Documents and Settings\user\Local Settings\Application Data\Novell\GroupWise` directory, a window is displayed letting you know you have auto-saved messages.

You have the following options for auto-saved messages:

Retrieve all saved messages into GroupWise: Recovers the auto-saved messages in GroupWise so that you can finish composing the messages later.

Delete all saved messages: Deletes the auto-saved messages from disk. The information in them is permanently lost.

Ask again next time GroupWise is started: Retains the saved messages on disk but does not recover them in GroupWise. The next time that GroupWise is started, the same window reappears.

Enabling or Disabling Auto-Save

By default, Auto-Save is enabled.

1. Click **Tools** > **Options**, then double-click **Environment**.
2. Click the **General** tab, then deselect **Enable auto-save** to disable Auto-Save.

   or

   Select **Enable auto-save** to enable Auto-Save.
3. Click **OK**.

Saving an Unfinished Email

1. In an open item, click **File** > **Save Draft**.
2. Click the folder you want to save the item to, then click **OK**.

The draft message is placed in the folder you chose in Step 2. The default folder for unfinished messages is the Work In Progress folder.

3.1.10 Selecting Send Options

- "Changing the Priority of Email You Send" on page 81
- "Concealing the Subject of Email You Send" on page 81
- "Delaying Delivery of an Item" on page 81
- "Setting an Expiration Date for Email You Send" on page 82
- "Changing the Security Setting (Classification) of All Items You Send" on page 82
- "Changing the MIME Encoding for Email You Send" on page 82

- "Adding a Contact to an Email" on page 83
- "Notifying Recipients" on page 83

Changing the Priority of Email You Send

1. To change the priority of one item, open an item, click **Send Options > General**.

   or

   To change the priority of all items you send, click **Tools** > **Options**, double-click **Send**, then click the **Send Options** tab.
2. Select **High Priority**, **Standard Priority**, or **Low Priority**.

   The small icon next to an item in the Mailbox is red when the priority is high, white when the priority is standard, and gray when the priority is low.
3. Return to the item you are composing.

   or

   Click **OK**, then click **Close** to save the setting for all items.

Concealing the Subject of Email You Send

For sensitive information, you can conceal the subject line. The subject is visible only when the recipient opens the item.

1. To conceal the subject for one item, open an item view, then click **Send Options > Security**.

   or

   To conceal the subject for all items you send, click **Tools** > **Options**, double-click **Send**, then click the **Security** tab.
2. Select **Conceal subject**.
3. Return to the item you are composing.

   or

   Click **OK**, then click **Close** to save the setting for all items.

Delaying Delivery of an Item

When you delay delivery of an item, the item is delivered on the day and time that you specify. You can modify or retract the item before it is delivered, as described in Section 3.2, "Managing Sent Email," on page 84. However, if the item has been configured to be delivered through the Internet, it cannot be retracted.

1. To delay the delivery of one item, open an item view, then click **Send Options > General**.

   or

   To delay the delivery of all items you send, click **Tools** > **Options**, double-click **Send**, then click the **Send Options** tab.
2. Click **Delay delivery**.
3. Specify how many days later you want the item delivered.
4. Return to the item you are composing.

   or

   Click **OK**, then click **Close** to save the setting for all items.

Setting an Expiration Date for Email You Send

If you set an expiration date for an email or phone message you send to another GroupWise user, the message is retracted from the recipient's GroupWise Mailbox when the message expires.

1. To set an expiration date for one mail or phone message you sent to GroupWise users, open an item, then click the **Send Options > General** tab.

   or

   To set an expiration date for all mail and phone messages you send to GroupWise users, click **Tools** > **Options**, double-click **Send**, then click the **Send Options** tab.
2. Select **Expiration Date**.
3. Specify how long you want the message to remain in the recipient's Mailbox.
4. Return to the item you are composing.

   or

   Click **OK**, then click **Close** to save the setting for all items.

Changing the Security Setting (Classification) of All Items You Send

A classification is a security setting that lets the recipient know if the item is confidential, top secret, and so forth. This information appears at the top of the item. A classification does not provide any encryption or additional security. It is meant to alert the recipient to the relative sensitivity of the item.

1. In the Main Window, click **Tools** > **Options**.
2. Double -click **Send**, then click the **Send Options** tab.
3. Select a security setting from the **Classification** drop-down list.
   - Normal
   - Proprietary
   - Confidential
   - Secret
   - Top secret
   - For your eyes only
4. Click **OK**.

Changing the MIME Encoding for Email You Send

Many languages require different character encodings to display certain characters properly. In GroupWise you can change the encoding for items that you send if this is necessary for the recipient to view the item correctly.

1. To change the MIME encoding for one item, open an item view, then click **Send Options > General**.

   or

   To change the MIME encoding for all items you send, click **Tools** > **Options**, double-click **Send**, then click the **Send Options** tab.
2. Select your MIME encoding from the **MIME Encoding** drop-down list.

3 Return to the item you are composing.

   or

   Click **OK**, then click **Close** to save the setting for all items.

Adding a Contact to an Email

When you add a contact to an email on the **Send Options** tab, the contact does not receive the email, but the email is displayed in the contact history for the contact. For additional information on contact history, see "Viewing All Correspondence with a Contact" on page 171.

To add a contact to an email you are sending:

1. In an email you are composing, click the **Send Options** tab.
2. In the **Contacts** field, specify a contact whose contact history you want to contain the message.
3. Finish composing the message, then click **Send**.

You can add users as contacts to an email after an email is sent or received, as described in "Adding a Contact to an Email You Send or Receive" on page 102.

Notifying Recipients

To keep Notify from alerting recipients when the item you're composing arrives in their Mailbox:

1. In an item you are composing, click the **Send Options** tab.
2. Deselect **Notify Recipients**.
3. Finish composing the message, then click **Send**.

3.1.11 Posting a Sticky Note

A sticky note is a message that is posted to your mailbox only. Sticky notes are a way of creating personal notes for yourself. If you are running GroupWise Mobility Service 2.1 or later and **Notes** sync is enabled on the mobile device, sticky notes will synchronize to notes applications on mobile devices. A new folder called **Mobile Notes** is created below the **Tasklist** folder in the GroupWise client, and sticky notes created in or moved to this folder will be synced to and from your mobile device.

1. Click **File** > **New** > **Sticky Note**.
2. Type a subject.
3. Type a message.
4. To include attachments, click the **Attachment** icon on the toolbar.
5. Click **Post** on the toolbar.

3.1.12 Sending Phone Messages

A phone message is a note you can send to notify other GroupWise users of calls they received while they were out of the office or unavailable. Phone messages are stored in the recipient's Mailbox. You cannot answer your phone from a phone message.

1. Click **File** > **New** > **Phone Message**.

You can place a **New Phone Message** button on the toolbar. See “Customizing the Main Toolbar” on page 32.

2 In the **To** field, type a user name, then press Enter. Repeat for additional users.

or

To select user names from a list, click **Address** on the toolbar, double-click each user, then click **OK**.

3 Type the caller, company, and phone number of the caller.

4 Select the check boxes that apply to this phone message.

5 Type the message in the **Message** field.

6 Click **Send** on the toolbar.

TIP: You can change the phone messages you receive into tasks, reminder notes, or other personal item views. This way, you can leave a record of the conversation on the date it was held (reminder note) or create a to-do item to complete at a later date (task). See “Changing Email to Another Item Type” on page 102.

3.1.13 Voting

Voting allows a user to send a topic with a list of responses to other users, who can then select a response. A summary email is then sent to all of the participants on which all of the voting results are displayed. The results are found on the pull-down menu in the header or on the Properties page of the summary email. The sender can select from pre-formed responses or can create a semi-colon delimited list of responses that they can send to the recipients. Voting results can be private or public so that either only the sender can see the results or all recipients can see the results.

1 In the Options slide-out on the Compose view, select **Voting Options**.

2 Select **Enable Voting**.

3 In the **Options** drop-down list, select from the list of pre-formed responses or enter your own responses separated by a semi-colon.

4 (Optonal) Set the **Voting Results Visibility** to **All recipients** or **Sender only** depending on if you want the results public or private.

5 In the **To** field, type a user name, then press Enter. Repeat for additional users.

or

To select user names from a list, click **Address** on the toolbar, double-click each user, then click **OK**.

6 Type a subject.

7 Type a message.

8 Click **Send** on the toolbar.

3.2 Managing Sent Email

- Section 3.2.1, “Personalizing Sent Email,” on page 85
- Section 3.2.2, “Working with Sent Items,” on page 85
- Section 3.2.3, “Retracting Sent Email,” on page 87
- Section 3.2.4, “Resending Email,” on page 88

* Section 3.2.5, "Editing Sent Appointments, Tasks, and Reminder Notes," on page 88
* Section 3.2.6, "Duplicating Sent Email," on page 89
* Section 3.2.7, "Replying to Sent Email," on page 89
* Section 3.2.8, "Confirming Delivery of Email You Send," on page 89

3.2.1 Personalizing Sent Email

You can personalize sent email in the same ways that you personalize received email. For more information, see Section 3.4.1, "Personalizing Sent or Received Email," on page 101.

3.2.2 Working with Sent Items

You can track status information about an item in the Sent Items folder. Usually, this option is turned on by default to track delivered and opened information. If you choose not to add items to the Sent Items list, GroupWise cannot track any information for them.

* "Listing Sent Items" on page 85
* "Displaying Sent Item Properties" on page 86
* "Setting the Sent Items Default View Action" on page 87
* "Configuring Sent Item Information to Track" on page 87

Listing Sent Items

You might want to display items you previously sent. For example, you can read a sent item, resend it with or without corrections, and in some cases retract it (if it has not already been opened by the recipient).

1. Click the **Sent Items** folder in the Nav Bar.

The icons next to an item can also give you helpful status information. See Section 1.10, "Identifying Icons That Appear Next to Items," on page 25.

All sent items reside in this folder unless they are moved to a folder other than the Mailbox or Calendar. If a sent item is moved to another folder, it no longer displays in the Sent Items folder. To display sent items that have been moved to other folders, open those folders.

If you are sending messages to non-GroupWise systems, remember that those systems must have status tracking capability in order to return the status of your outgoing message to your GroupWise system.

Displaying Sent Item Properties

The Properties window lets you check the status of any item you send. For example, you can see when an item was delivered and when the recipient opened or deleted the item. If a recipient accepted or declined an appointment and included a comment, you see the comment in the Properties window. You also see whether a recipient marked a task Completed.

The Properties window also shows information about items you receive. You can see who else received the item (except for blind copy recipients), the size and creation date of attached files, and more.

- "Understanding Sent Item Properties" on page 86
- "Viewing Sent Item Properties" on page 86
- "Saving the Status Information of an Item" on page 86
- "Printing the Status Information of an Item" on page 87

Understanding Sent Item Properties

There are three views for the properties:

Basic Properties: Displays the Properties header and a list of recipients. The list of recipients displays the recipient's name, what actions the recipient has taken with the item, and any comments.

Simplified Properties: Displays the Properties header and a list of recipients. The recipients are listed in groups according to what action they have taken with the item. The list of recipients displays the recipient's name, what actions the recipient has taken with the item, and any comments.

Advanced Properties: Displays the Properties header, recipients, Post Offices, files, and options for the item. The Advanced Properties page is helpful to GroupWise administrators when they need to track the item for troubleshooting purposes.

Viewing Sent Item Properties

In your Sent Items folder:

1. Right-click an item.
2. Click **Properties**.
3. Scroll to the status information near the bottom of the Properties page.

The icons next to an item can also give you helpful status information. See Section 1.10, "Identifying Icons That Appear Next to Items," on page 25.

If you are sending messages to non-GroupWise systems, remember that those systems must have status tracking capability in order to return the status of your outgoing message to your GroupWise system.

Saving the Status Information of an Item

1. Right-click an item, then click **Properties**.
2. Click **File** > **Save As**.

   GroupWise gives the item a temporary file name. You can change the file name and default folder.
3. Click **Save**.

Printing the Status Information of an Item

1. Right-click an item, then click **Properties**.
2. Right-click in the Properties window, then click **Print**.

Setting the Sent Items Default View Action

When you double-click an item in the Sent Items folder, you can choose whether the message or the item properties are displayed.

1. Click **Tools** > **Options**.
2. Double-click **Environment**, then click the **Default Actions** tab.
3. Select whether you want the sent item to **Open item** or **Show properties**.
4. Click **OK**.

Configuring Sent Item Information to Track

1. To change the sent information to track for an item, open a new item, then click **Send Options > Status Tracking**.

   or

   To change the sent information to track for all items you send, click **Tools** > **Options**, double-click **Send**, then click the tab for the Mail.

   IMPORTANT: The **Create a sent item to track information** option is selected by default. It is highly recommended that you do not deselect it. If this option is not selected, no sent item is created when you send an item; therefore, you do not have a copy of the items you send unless you save them yourself.

   ---

2. Select the information to track:

   Delivered: Tracks when an item you have sent was delivered to a user's mailbox.

   Delivered and opened: Tracks when an item you have sent was delivered and when it was opened by the recipient.

   All information: Tracks when an item you have sent was delivered, opened, deleted, and emptied.

3. (Optional) Decide whether you want to select **Auto-delete sent item**. This removes sent items from your mailbox after all the recipients have deleted the items and emptied them from their Trash.
4. Return to the item you are composing.

   or

   Select the information to track for each item type, click **OK**, then click **Close** to save the setting for all items.

3.2.3 Retracting Sent Email

Use **Delete** to retract a sent item from the recipient's Mailbox. You can retract a mail or phone message from those recipients who haven't yet opened the item. You can retract an appointment, reminder note, or task at any time. Items that have been sent through the Internet to other email

systems cannot be retracted. Furthermore, items that have been configured to be delivered at a future time through the Internet (as described in "Delaying Delivery of an Item" on page 81) cannot be retracted.

1 Click the **Sent Items** folder in the Nav Bar.
2 Right-click the item you want to retract, then click **Delete**.

   If you click **Delete and Empty**, items are deleted and purged, and they cannot be recovered.
3 Select the appropriate option.

   My Caching and Online Mailbox: Deletes the item from your caching and online mailbox.

   My Caching Mailbox: Deletes the item from your caching mailbox.

   Recipient's Mailbox: Deletes the item from the mailbox of all recipients. If you clicked **Delete** in Step 2, the item is not deleted from your mailbox. If you clicked **Delete and Empty** in Step 2, the item is also deleted from your mailbox.

   All Mailboxes: Deletes the item from your mailbox and the mailbox of all recipients.
4 If you have selected to retract this item from other recipients' mailboxes, you can type a comment to the recipients, explaining why the item was retracted.
5 Click **OK**.

To see which recipients have opened your message, right-click the item, then click **Properties**. Email cannot be retracted if it has already been opened.

3.2.4 Resending Email

Use **Resend** to send an email message a second time, perhaps with corrections.

1 Click the **Sent Items** folder in the Nav Bar.
2 Right-click the item you want to resend, then click **Resend**.
3 If the item was an auto-date item, click **This Instance**, **All Instances**, or **This Instance Forward**.
4 Make any changes to the item, then click **Send** on the toolbar.
5 Click **Yes** to retract the original item.

   or

   Click **No** to leave the original item.

3.2.5 Editing Sent Appointments, Tasks, and Reminder Notes

You can edit appointments, tasks, and reminder notes. To edit mail messages, resend the message as described in Section 3.2.4, "Resending Email," on page 88.

When an appointment, task, or reminder note is edited, the changes simply appear on the item with no message appearing in users' mailboxes. The edited item is displayed as bold and a notification banner is displayed inside the item, indicating which sections of the item were edited.

Users are prompted to re-accept the item in the following circumstances:

Appointments: If changes are made to the date, time, or place of the appointment. New recipients who are added to the appointment must also accept. Users who are removed from the appointment receive a notification.

Tasks: If changes are made to the start date, due date, or message description.

Reminder Notes: If changes are made to the date.

To edit an appointment, task, or reminder note:

1 In the **Sent Items** folder or the **Calendar**, right-click the appointment, task, or reminder note that you want to edit, then click **Edit**.

  If you are editing just one item in a series of recurring items, select the item on the day you want to edit.

2 If the original item was a recurring item, click **This Instance**, **All Instances**, or **This Instance Forward**.

3 Make your changes, then click **Send** on the toolbar.

  You are not prompted to retract the item when you edit it.

3.2.6 Duplicating Sent Email

You can create a duplicate copy of an existing appointment, task, or reminder note as the basis for a new appointment, task or reminder note. When you do this, the original item remains unchanged; it is not retracted.

1 In the **Sent Items** folder or the **Calendar**, right-click the appointment, task, or reminder note that you want to duplicate, then click **Duplicate**.

  If you are duplicating just one item in a series of recurring items, select the item on the day you want to duplicate.

2 If the original item was a recurring item, click **This Instance**, **All Instances**, or **This Instance Forward**.

3 Make your changes, then click **Send** on the toolbar.

  A new appointment, task, or reminder note is sent, and the original item that you duplicated remains unchanged.

3.2.7 Replying to Sent Email

Use **Reply** to comment on an item you have sent.

1 Click the **Sent Items** folder in the Nav Bar.

2 Right-click the item you want to reply to, then click **Reply**.

3 Select **Reply to sender** to send the reply just to yourself.

  or

  Select **Reply to all** to send the reply to yourself and all others on the original message.

4 Click **OK**.

5 Make all necessary additions to the message, then click **Send** on the toolbar.

3.2.8 Confirming Delivery of Email You Send

GroupWise provides several ways to confirm that your item was delivered.

- "Receiving Notification About Items You Send" on page 90
- "Requesting a Reply for Items You Send" on page 90
- "Notifying Recipients About Items You Send" on page 91

If you are sending messages to non-GroupWise systems, remember that those systems must have status tracking capability in order to return the status of your outgoing message to your GroupWise system.

Receiving Notification About Items You Send

You can receive notification when the recipient opens or deletes a message, declines an appointment, or completes a task.

1 To get a return receipt for a particular item, open an item view, click the **Send Options** tab, then click **Status Tracking**.

   or

   To get a return receipt for all items you send, click **Tools** > **Options**, double-click **Send**, then click the tab for the item type.

2 In the **Return notification** group box, specify the type of return receipt you want.

   None: No action is taken. Information is tracked in the properties for sent items.

   Mail Receipt: You receive an email.

   Notify: You receive an alarm in Notify.

   Notify and Mail: You receive an email and an alarm in Notify.

   This feature is not supported when sending to a non-GroupWise system.

   If you have deselected to receive alarms and notifications, you cannot receive notifications with Notify. For more information, see Section 8.2, “Starting Notify,” on page 212.

   If you are sending an item to an Internet address, you can click **Enable delivery confirmation**. If the receiver’s Internet email system enables status tracking, you can receive status about the item you send.

Requesting a Reply for Items You Send

You can inform the recipient of an item that you need a reply. GroupWise adds a sentence to the item stating that a reply is requested and changes the icon in the recipient’s Mailbox to a double arrow.

1 To request a reply for a particular item, open an item view, click the **Send Options** tab, then click **General**.

   or

   To request a reply for all items you send, click **Tools** > **Options**, then double-click **Send**.

2 Click **Reply requested**, then specify when you want to receive the reply.

   The recipient sees the reply requested icon next to the message.

   - If you select **When Convenient**, “Reply Requested: When convenient” appears at the top of the message.
   - If you select **Within x Days**, “Reply Requested: By xx/xx/xx” appears at the top of the message.

3 Return to the item you are composing.

   or

   Click **OK**, then click **Close** to save settings for all items.

Notifying Recipients About Items You Send

1 To notify the recipients of a particular item, open an item view, then click **Send Options > General**.

   or

   To notify the recipients of all items you send, click **Tools** > **Options**, then double-click **Send**.

2 Select **Notify recipients**.

   Users are automatically subscribed to Notify in **Options**. If they have deselected to receive alarms and notifications, they cannot be notified of messages you send. For more information, see Section 8.5, "Being Notified of Someone Else's Messages," on page 215.

3 Return to the item you are composing.

   or

   Click **OK**, then click **Close** to save the setting for all items.

3.3 Receiving and Replying to Email

GroupWise stores all the mail messages, appointments, and other items you receive in your Mailbox.

- Section 3.3.1, "Reading Received Email," on page 91
- Section 3.3.2, "Reading Attachments," on page 94
- Section 3.3.3, "Replying to Email," on page 97
- Section 3.3.4, "Forwarding Email," on page 99
- Section 3.3.5, "Calling Phone Numbers in Email," on page 100

From your Mailbox, you can do the following:

- Read items, reply to items, and forward items you receive.
- Organize items by assigning them to categories or by creating a Tasklist.
- Delegate tasks and appointments to other users.
- Handle unwanted Internet email with Junk Mail Handling.
- Change an item, such as a mail message, to another type of item, such as an appointment.

3.3.1 Reading Received Email

You can read items you receive in your Mailbox or Calendar. Your Mailbox displays a list of all of the items you have received from other users. Personal appointments, tasks, and reminder notes appear in your Calendar, not in your Mailbox.

You can open and read all types of new items in your Mailbox. However, you might want to read tasks and reminder notes in your Calendar so you can view new messages while looking at your schedule.

Phone and mail messages stay in your Mailbox until you delete them. Appointments, reminder notes, and tasks stay in your Mailbox until you accept, decline, or delete them. When you accept an appointment, reminder note, or task, it is moved to your Calendar.

All Mailbox items are marked with an icon. The icons change depending on whether or not the item has been opened. See Section 1.10, "Identifying Icons That Appear Next to Items," on page 25 for more information.

All unopened items in your Mailbox are bolded to help you easily identify which items and documents you have not yet read. This is especially useful for collapsed discussion threads because it saves you the time of expanding each thread to see if there are newly posted items.

- "Selecting the Default Read View" on page 92
- "Reading Items" on page 92
- "Changing the Font of Received Items" on page 93
- "Setting the Default Viewer" on page 93
- "Marking an Item Unread" on page 94
- "Marking an Item Read" on page 94

Selecting the Default Read View

By default, GroupWise uses the HTML Read view to display items for reading. This Read view enables both HTML-formatted and plain text email to display correctly.

When you read an item in GroupWise, you can select how you want the message to display. You can select whether the message is displayed in text or HTML. If the message is a text message, you can also select the default font and font size.

1. Click **Tools** > **Options**, then double-click **Environment**.
2. Click the **Views** tab.
3. Click **Use default views for reading**.
4. Select either **Plain text** or **HTML**.

   If you select **Plain text**, select the font and the font size in the appropriate fields.
5. (Optional) Select **Force view** if you want to force all messages to be displayed in text only.
6. Click **OK**.

Reading Items

- "Reading Text Items" on page 92
- "Reading HTML Items" on page 92

Reading Text Items

Depending on your default view options, text messages are automatically displayed in text format.

To read a text message:

1. Double-click the message in the Message list to view the message in a new window.

   or

   Select the message to view the message in the QuickViewer.

Reading HTML Items

Depending on your default view options, HTML messages are automatically displayed in HTML format.

To read an HTML message:

1. Double-click the message in the Message list to view the message in a new window.

or

Select the message to view the message in the QuickViewer.

NOTE: For security reasons, images are not displayed by default in HTML messages. To view the images, click **GroupWise has prevented images on this page from displaying. Click here to display the images**.

Setting Default Options for Images in HTML Email

When you receive an HTML message from an external address, the images are blocked for security reasons. To display the images in the message, click the message that reads **GroupWise has prevented images on this page from displaying. Click here to display images**.

To set your default setting for displaying external HTML images:

1. Click **Tools** > **Options**, then double-click **Environment**.
2. Click the **Default Actions** tab.
3. Select whether you want to **Always show warning**, **Never show warning**, or **Check Frequent Contacts**.

   If you select **Check Frequent Contacts**, images display from senders in your Frequent Contacts address book, but the warning displays for everyone else.
4. Click **OK**.

Changing the Font of Received Items

This information applies to reading an item in an item view or in the QuickViewer. This font change is only in effect while you read the item. If you close the item and re-open it, the font returns to the Windows system default font or the font that the sender composed the item in. The Windows system default font affects every program on your desktop. To change the Windows system default font, open the Control Panel and change the Display Properties.

You cannot change the font in the QuickViewer if the item was composed in HTML view.

1. Select the text you want to change.
2. Click **Edit** > **Font** > **Font**.
3. Click a font and a font style.
4. Click a size.
5. Click any other options you want to change, then click **OK**.

Setting the Default Viewer

When viewing a message attachment in GroupWise, you can select to use the default viewer application for the file type of the attachment. The following viewers are available for use within GroupWise:

- Adobe Acrobat
- Microsoft Office
- LibreOffice.org
- Apple QuickTime

- Adobe Flash
- AutoVue

To change the default viewer:

1. Click **Tools** > **Options**.
2. Double-click **Environment**, then click the **Editors/Viewers** tab.
3. In the **Viewers** group box, select the viewer to use.
4. Click **OK**.

Marking an Item Unread

If you open an item and then decide you want to read the item later, you can mark the item Unread. Marking the item Unread changes the item to bold and changes the item's icon to unopened.

1. In the Mailbox, click the item in the Item List.
2. Click **Actions** > **Mark Unread**.

When you open an item, marking it Unread does not change its status in Properties window. The sender of the item still sees the item status as Opened.

Marking an Item Read

1. In the Mailbox, click the item in the Item List.
2. Click **Actions** > **Mark Read**.

Marking an item Read changes the status of the item in Properties window. For example, if you have not opened an item, but you mark it read, the sender of the item sees the item status as Opened.

3.3.2 Reading Attachments

With GroupWise, you can send and receive attachments with items. When you receive an attachment with an item, the list of attachments is displayed in the Attachment Window or to the right of the subject.

- "Viewing Attached Files" on page 95
- "Opening Attached Files" on page 95
- "Saving Attached Files" on page 96
- "Dragging and Dropping Attachments" on page 96
- "Editing Attachments" on page 96
- "Forwarding or Replying with Edited Attachments" on page 96
- "Viewing an Attached vCard" on page 97

Viewing Attached Files

When you click an attached file, the attachment is displayed in the message pane of the QuickViewer. This is usually faster than opening the attachment; however, the attachment might not be formatted properly. If the attachment type is not supported, you receive an error.

1. Open the item containing the attachment.
2. Click the attachment.

   or

   Right-click the attachment, then click **View Attachment** or **View in New Window**.

   or

   If you cannot see an icon representing the attachment in your view, click **File** > **Attachments** > **View**.

If you receive a message indicating that "The attachment can only be viewed with an external application," then you must open the file. For information on opening an attachment, see "Opening Attached Files" on page 95.

Opening Attached Files

When you open an attached file by double-clicking it, GroupWise determines the correct application to open the file in. You can accept the suggested application, or you can type the path and file name to another application.

1. Open the item containing the attachment.
2. Double-click the attachment.

   or

   Right-click the attachment, then click **Open** or **Open With**.

   or

   If you cannot see an icon representing the attachment in your view, click **File** > **Attachments** > **Open**.

By default, GroupWise warns you if an attachment is larger than 1000 KB (1 MB).

To eliminate the warning message:

1. Click **Tools > Options**.
2. Double-click **Environment**, then click the **Default Actions** tab.
3. Deselect **Warn if larger than**.

   You can also adjust the attachment size for when the warning message is displayed.
4. Click **OK**.

Changing the Default Location of Opened Attachments

You can change the default location where opened attachments are stored:

1. Click **Tools** > **Options**.
2. Double-click **Environment**, then click the **File Location** tab.
3. In the **Opened attachments** field, specify the new location or browse to location you desire.

Saving Attached Files

To save a file that has been attached to an email:

1. Double-click the email to open it.
2. Right-click the attachment you would like to save, then click **Save-As**.
3. Browse to the location where you would like to save the file, change the file name if desired, then click **Save**.

To change the default location where attachments are saved:

1. From the mailbox, click **Tools > Options**.
2. Double-click **Environment**, then click the **File Location** tab.
3. Under **Save, check out**, enter the desired location, then click **OK**.

Dragging and Dropping Attachments

When you receive an item, you can drag any of its attachments into a folder or onto your desktop. A document reference attachment that you drag and drop becomes a shortcut to a document reference or to a copy of the document, depending on your rights to the document and the availability of the library.

Editing Attachments

When you receive an attachment that is editable, you can make changes to the attachment and save it as a copy in the original email.

1. Open an item containing the attachment you want to edit.
2. Right-click the attachment, then click **Open**.

   or

   If you want to select the program to edit the attachment with, right-click the attachment, click **Open with**, select the program you want to use, then click **OK**.
3. Make the desired changes to the attachment, then save and close it.

Forwarding or Replying with Edited Attachments

When you receive an email that contains an attachment, you can edit the attachment and then forward or reply to the email. The edited attachment is included in the email, along with the original attachment. The original attachment remains unchanged. The edited attachment can be edited multiple times, but only the most recent version is saved.

1. Open an item containing the attachment you want to edit and resend.
2. Right-click the attachment, then click **Open**.

   or

   If you want to select the program to edit the attachment with, right-click the attachment, click **Open with**, select the program you want to use, then click **OK**.
3. Make the desired changes to the attachment, then save and close the attachment.

   A modified version of the attachment appears in the original mail message.
4. Click **Reply**, **Reply All**, or **Forward** to resend the attachment.

5 When prompted, click **Yes** to attach the modified document to the new mail message.
6 Continue composing the mail message, then click **Send**.

Viewing an Attached vCard

vCards are electronic business cards formatted according to standards set by the Internet Mail Consortium.

To view a vCard that has been attached to an item:

1 Right-click the vCard.
2 Click **View Attachment**.

For information about importing vCard information into an address book, see "Importing Contacts from a vCard" on page 188.

3.3.3 Replying to Email

Use Reply to respond to an item. You can reply to everyone who received the original item or to the sender only. You can also include a copy of the original message in your reply. Your reply includes **Re:** preceding the original subject text. You can modify the subject text if you want. If you just want to send a quick reply an item, you can use quick response to quickly give your input on the item.

- "Replying to an Email" on page 97
- "Including the Sender's Message or Attachments in a Reply" on page 98
- "Setting the Default Reply Format" on page 98
- "Setting Up an Automated Reply" on page 98
- "Replying to an Email in a Shared Folder" on page 98
- "Using Quick Response" on page 99

Replying to an Email

Option 1:

1 Open the item you want to reply to.
2 Click **Reply** on the toolbar to send the email just to the sender.

   or

   Click **Reply All** on the toolbar to send the email to the sender and all recipients.
3 Type your message, then click **Send** on the toolbar.

Option 2:

1 Right-click the item you want to reply to.
2 Click **Reply**.

   The Compose view opens, and the compose options appear in the Options slide-out.
3 Select **to sender** to send the email to just the sender.

   or

   Select **to all** to send the email to the sender and all recipients.
4 Type your message, then click **Send** on the toolbar.

If the original item included BC or CC recipients and you selected to reply to all, your reply is sent to the CC recipients but not to the BC recipients.

Including the Sender's Message or Attachments in a Reply

When you reply to an email, you can include the sender's message and any attachments included with the message by selecting those options in the Compose Options slide-out.

1. Select the email you want to reply to, then click **Reply** on the toolbar.
2. In the compose view, open the **Options** drop-down menu in the Options slide-out.
3. Select whether to reply to the sender or reply to all.
4. To include the sender's message, select **Include message from sender**.
5. To include the sender's attachments in the reply, select **Include attachments from sender**.
6. Type your message, then click **Send** on the toolbar.

Setting the Default Reply Format

1. Click **Tools > Options**.
2. Double-click **Environment**, then click the **Reply Format** tab.
3. If you use the Plain Text reply format, select from the following format options:

   GroupWise classic: Provides separator characters, original sender, date, and time.

   Include headers: Allows the selection of the separator character; provides the original sender, recipient, date, time, and subject.

   Internet standard: Allows the selection of the separator character; allows you to choose to include the original sender, email address, date, time, and message identifier.

   Text color: Available only for the **Internet standard** option. Allows you to select a reply color. This color appears on the original text, cut not on any new text you enter.

   Type my reply: Select **Top** or **Bottom** if you selected **Include headers** or **Internet standard** above.
4. If you use the HTML reply format, select from the following format options:

   GroupWise classic: Provides separator characters, original sender, date, and time.

   HTML enhanced: Allows the selection of the separator character; allows you to choose to include the original sender, email address, date, time, and message identifier. Select **Include headers** to provide the original sender, recipient, date, time, and subject instead.

   Type my reply: Select **Top** or **Bottom** if you selected **HTML enhanced** above.
5. Click **OK**.

Setting Up an Automated Reply

If you plan to be out of office for an extended period, you can create a rule to reply to messages you receive while you are away. For setup instructions, see Section 9.4.2, "Creating a Vacation Rule or Auto Reply," on page 220.

Replying to an Email in a Shared Folder

1. Open or select an item in the shared folder.
2. Click **Reply** on the toolbar.

or

Right-click an item, then click **Reply**.

3 In the Compose Options slide-out, click a reply option.

You can reply to the original discussion topic or to any follow-up reply in the discussion thread. In both cases, these replies are posted in the shared folder and not sent to individuals.

If you reply privately to the individual who wrote the item, your reply is not posted to the shared folder.

4 Click **OK**.

5 Type your reply, then click **Post** or **Send** on the toolbar.

Using Quick Response

Quick response lets you reply to an item without having to manually send a response. This is found in the bottom right of the read view. When a quick response is selected, the sender of the item receives a notification that you sent a quick response. They can then see your quick response in the header of the sent item.

1 In the lower right corner of the read view for an item, click **no selection** next to **quick response**.

2 Select the response you want to send from the pre-formed list.

3 (Optional) Selecting **Respond with comment...** lets you add personal comments, along with the selected response. After you enter your comment and select the response, click **OK**.

3.3.4 Forwarding Email

Use Forward to send received items or document references to other users. The mail message includes your name and any additional comments you have made.

- “Forwarding an Email” on page 99
- “Forwarding Multiple Emails” on page 100

If you want to automatically forward some or all messages to another email account, see Section 9.4.3, “Creating a Rule to Forward All Mail to Another Account,” on page 221.

Forwarding an Email

1 Open the item you want to forward.

2 (Optional) Click the drop-down arrow on the **Forward** button, then select the forwarding option you want to use.

The option you select is saved as the default for the next time you use the **Forward** button.

3 Click **Forward** on the toolbar.

or

Click **Actions** > **Forward as Attachment**.

4 Add the names of the users to whom you want to forward the item.

5 (Optional) Type a message.

6 Click **Send** on the toolbar.

NOTE: Forward options are also available under the **Options** drop-down menu in the Compose Options slide-out.

Forwarding Multiple Emails

1. In your Mailbox, select the items you want to forward by pressing Ctrl+click on each item.
2. Click **Actions** > **Forward as Attachment**.
3. Add the names of the users to whom you want to forward the item.
4. (Optional) Type a message.
5. Click **Send** on the toolbar.

3.3.5 Calling Phone Numbers in Email

When a 10-digit or 11-digit number appears in an email, the number can appear as a hyperlink so that you can call the number by using Skype or the default telephony provider on your operating system.

In order for 10-digit and 11-digit numbers to be identified as phone numbers, you must select a default telephony provider.

1. Click **Tools** > **Options**.
2. Double-click **Environment**, then click the **Default Actions** tab.
3. In the **Default telephony provider** drop-down list, select one of the following options:
   - **None:** Displays phone numbers as regular text and not as hyperlinks.
   - **Default Phone Dialer:** Uses the default telephony provider on your operating system.
   - **Skype:** Uses Skype to make calls when clicking phone numbers.

     For more information about making calls from GroupWise with Skype, see the *GroupWise and Skype Quick Start* (http://www.novell.com/documentation/groupwise18/pdfdoc/gw18_qs_skype/gw18_qs_skype.pdf).

3.4 Managing Received Email

- Section 3.4.1, “Personalizing Sent or Received Email,” on page 101
- Section 3.4.2, “Changing Email to Another Item Type,” on page 102
- Section 3.4.3, “Saving Received Email to Disk or a GroupWise Library,” on page 103
- Section 3.4.4, “Deleting Email,” on page 104
- Section 3.4.5, “Viewing the Discussion Thread of an Email,” on page 104
- Section 3.4.6, “Displaying Only Unread Messages,” on page 104
- Section 3.4.7, “Viewing the Source of External Messages,” on page 105
- Section 3.4.8, “Archiving and Backing Up Email,” on page 105

3.4.1 Personalizing Sent or Received Email

When you send or receive an email message, you can open the Options slide-out and click the **Personalize** drop-down to add personal information to the email. You can change the subject, add a note, select a category, and add associated contacts to the message.

- "Changing the Subject of an Email You Send or Receive" on page 101
- "Adding a Note to an Email You Send or Receive" on page 101
- "Attaching a File to an Item You Send or Receive" on page 101
- "Assigning a Category to an Email You Send or Receive" on page 102
- "Adding a Contact to an Email You Send or Receive" on page 102

Changing the Subject of an Email You Send or Receive

If you personalize a subject, the new subject displays in your Mailbox and Calendar and in the Mailbox and Calendar of anyone who proxies for you. If you change the subject of an item in a shared folder, other users of the shared folder still see the original subject.

1 Open an item from your Mailbox, Sent Items, or Calendar.
2 Click the edit icon next to the subject line, and type a new subject in the **My Subject** field.

To see the original subject, open the item and look in the **Subject** field in the item header.

When you perform a Find with a specific word in the **Subject** field, the Find results shows items whose original subject or personalized subject contains this word. When you create an advanced find, use the **Subject** field to search for the original subject, and use the **My Subject** field to search for the personalized subject.

When you create a rule that looks for a specific word in the **Subject** field, the rule only looks at the original subject.

Adding a Note to an Email You Send or Receive

When you add a note to an email you send or receive, the note is visible to you and anyone who proxies for you. You can only view the note only by opening the email, then using the **Personalize** drop-down menu on the Options slide-out.

1 Open an item from your Mailbox, Sent Items, or Calendar.
2 Open the Options slide-out, then click the **Personalize** drop-down.
3 In the **My Notes** field, type your note. The note is automatically saved when you leave the **Personalize** drop-down menu.

Attaching a File to an Item You Send or Receive

You can add a personal attachment to items that you have sent or received. The attachment is only visible to you and is not sent when replying to or forwarding an item.

To attach a personal file to an item:

1 Right-click in the attachment window, then click **Attach Personal File**.
2 Browse to and select the file or files you want to attach.

To remove an attached file, right-click the attachment, then click **Delete Personal File**.

3 Click **OK**.

You can also drag and drop an attachment to the attachment window.

Moving or deleting a file on a disk or network drive does not affect a file you have attached to an item.

If you delete an attached file, it is not erased from disk or network drive; it is simply removed from the attachment list.

Assigning a Category to an Email You Send or Receive

Categories provide you with a way to organize your items. You can assign a category to any item, including contacts that you send or receive. You create and add categories and can give each category an identifying color. The colors display in the Item List and in the Calendar.

For additional Information on how to assign a category to an item, see "Assigning Categories to Items" on page 36.

Adding a Contact to an Email You Send or Receive

When you add a contact to an email you send or receive, the email is then associated with the contact you added. This is helpful when viewing the history for a particular contact, because the email displays in the contact history for the contact even though that contact did not send the email. For additional information on contact history, see "Viewing All Correspondence with a Contact" on page 171.

You can add users as contacts to an email while you are composing an email, as described in "Adding a Contact to an Email" on page 83.

To add a contact to an email that has already been sent or received:

1 Open an item from your Mailbox, Sent Items, or Calendar.

2 Open the Options slide-out, then click the **Personalize** drop-down menu.

3 In the **Contact**s field, type a user name, then press Enter. Repeat for additional users.

or

To select user names from a list, click **Address > Selector** icon next to the **Contact**s field. Double-click each user, then click **OK**.

3.4.2 Changing Email to Another Item Type

You can convert an item in your Mailbox to another type of item. For example, you can change a mail message in your Mailbox to an appointment in your Calendar. The new appointment contains all the information from the mail message (such as **To**, **CC**, and **BCC** lists, subject, and message text) that is applicable in the appointment.

When you change a mail or phone message to another type of item (such as an appointment or task), the original item is removed from your Mailbox and the new item is added in the appropriate location, such as the Calendar.

When you change an item, GroupWise displays the default item view selected in Environment Options.

1 In your Mailbox, click the item you want to change.
2 Click **Edit** > **Change To**, then click an item type.

   or

   Click **Edit** > **Change To** > **More**, then click an item type. You can choose personal or group items.

   Personal items are sent directly to your Calendar. Group items are sent to the Mailboxes of individuals and groups the message is sent to.
3 Type any necessary information.
4 Click **Send** or **Post** on the toolbar.

When you change a mail or phone message to another type of item (such as an appointment or task), the original item is removed from your Mailbox and the new item is added in the appropriate location, such as the Calendar.

3.4.3 Saving Received Email to Disk or a GroupWise Library

Saved items remain in your Mailbox and Calendar as well as being copied to the location you specify. Items saved to disk can be saved as a text file, rich text file, pdf, or Internet mail. Attachments are saved in their original format.

1 In your Mailbox or Calendar, click the item you want to save, then click **File** > **Save As**.
2 Ctrl+click the item and attachments you want to save.
3 Select to save the item to disk or to a GroupWise Library.
4 In the **Filename** field, type a file name for the item.

   or

   In the **Subject** field, type a subject name.
5 To save the item in a different location than is currently shown, browse to the desired location.

   or

   To save the item in a different GroupWise Library, click the drop-down list, then select a library name.
6 If you are saving to a GroupWise Library, ensure that **Set properties using default values** is selected, unless you want to specify document properties at this time.
7 Click **Save**, then click **Close**.

Dragging and Dropping Emails

You can drag and drop an item from within GroupWise to the location where you want to save the file. For example, you could drag and drop a message into a project folder on your Windows desktop or another email client.

Files that you drag and drop are saved in one of two formats: a shortcut to the original message in `.gwi` format or a copy of the original message in `.eml` format.

To change the format:

1. Click **Tools > Options.**
2. Double-click **Environment**, then click the **Default Actions** tab.
3. Under **Drag message to desktop** select **Create a shortcut (.gwi)** or **Create a copy (.eml)** or **Create a pdf file (.pdf)**.

3.4.4 Deleting Email

Use Delete to remove selected items from your Mailbox.

You can also use Delete to retract items you have sent. You can retract mail and phone messages if the recipients have not read them or if they have not been sent to the Internet. You can retract appointments, reminder notes, and tasks at any time. For information on how to retract items you have sent, see Section 3.2.3, “Retracting Sent Email,” on page 87.

If you receive junk mail that requires frequent manual deletion, you might want to set up Junk Mail Handling. See “Handling Unwanted Email (Spam)” on page 106 for more information.

To delete items from your mailbox:

1. In the Main Window, select one or more items, then press the Delete key.
2. If you delete a sent item, the Delete Item dialog box displays. Select the appropriate **Delete from** option, then click **OK**.

   You can choose from the following options:

   - My Mailbox
   - Recipient’s Mailbox
   - All Mailboxes

If you delete a document reference from your Mailbox, only the reference is deleted. The document remains in the library.

Deleted items are moved to your Trash and remain there until the Trash is emptied.

3.4.5 Viewing the Discussion Thread of an Email

Discussion threads shows the email discussion of an original item and all its replies grouped in hierarchical order.When you view the discussion thread of an email you receive, a list of all messages sent and received is displayed above the email message.

1. Double-click an item that you want to view.
2. Click the **Discussion Thread** tab.

3.4.6 Displaying Only Unread Messages

To quickly view all your unread messages, you can create a folder that displays only unread messages. For more information, see “Creating a Folder That Displays Unread Items” on page 49.

3.4.7 Viewing the Source of External Messages

When you receive or send messages to and from external systems, you can view the source for a message. The source includes all the data that is contained in a message.

1. Double-click an item that you received from an external source.
2. Click the **Message Source** tab.

3.4.8 Archiving and Backing Up Email

Email can accumulate rapidly. See Chapter 16, “Maintaining GroupWise,” on page 267 for long-term management strategies.

3.5 Printing Email

From GroupWise, you can print any item and its attachments.

When you print an item, the **From**, **To**, **Date**, **Subject**, **CC**, and attachment names are displayed at the top of the page.

- Section 3.5.1, “Selecting a Printer,” on page 105
- Section 3.5.2, “Printing Email with Attachments,” on page 105
- Section 3.5.3, “Displaying a Header,” on page 106
- Section 3.5.4, “Changing the Default Printed Font Size on Plain Text Items,” on page 106
- Section 3.5.5, “Printing an Item List,” on page 106
- Section 3.5.6, “Configuring the Default Print Option for a Large Distribution of Recipients,” on page 106

3.5.1 Selecting a Printer

1. In either the QuickViewer or in an open item, right-click the message, then click **Print**.
2. In the **Select Printer** section, select the printer to use.
3. Click **Print**.

3.5.2 Printing Email with Attachments

1. In the Item List in your Mailbox, open the item you want to print.
2. Click **File** > **Print**.
3. Select the items and attachments you want to print.

   Select **Print attachment with associated application** to launch the application in which an attached file was created (if that application is available). This might increase printing time but ensures correct formatting of the file. Printing from GroupWise can save time, but the formatting of the attached file might change.
4. Click **Print**.

   If you launch an associated application, you need to select to print the file after the application is open. When printing is complete, close the application.

3.5.3 Displaying a Header

To display a header on the page when printing an item:

1. Right-click a text item, then click **Printer > Print Options**.
2. In the **Job Name** field, add a `%f` to display the file name and a `%p` to display the path.
3. Click **OK**.

3.5.4 Changing the Default Printed Font Size on Plain Text Items

To change the default printed font size on plain text items:

1. Open the email you want to print.
2. Click **File > Print > Print Options.**
3. Click **Change** under **Default font** and select the desired font and size.
4. Click **OK**, then click **OK** again to save the changes.

3.5.5 Printing an Item List

The print list feature prints a list of all emails listed in the selected folder.

1. Select a folder.
2. Select an item in the folder.
3. Click **File > Print > Print List.**

3.5.6 Configuring the Default Print Option for a Large Distribution of Recipients

When you print an item that has a large number of recipients, or large distribution list, you can select to print the entire list of recipients or a single line of recipients. If you select print a short distribution list, one line of the distribution list is printed.

1. Click **Tools** > **Options**, then double-click **Environment**.
2. Click the **Default Actions** tab, then in the **Printing** group box select **Print short distribution list** or **Print full distribution list**.

3.6 Handling Unwanted Email (Spam)

Use Junk Mail Handling to decide what to do with unwanted Internet email and calendar appointments, also known as spam, that is sent to your GroupWise email address.

- Section 3.6.1, “Understanding Junk Mail Handling,” on page 107
- Section 3.6.2, “Blocking or Junking All Email from a Particular User,” on page 107
- Section 3.6.3, “Blocking or Junking Email from a Particular Internet Domain,” on page 108
- Section 3.6.4, “Junking Email from Users Not In a Personal Address Book,” on page 108
- Section 3.6.5, “Preventing Email from a User or Internet Domain from Being Junked or Blocked,” on page 109
- Section 3.6.6, “Modifying Junk Mail Handling Lists and Settings,” on page 109

* Section 3.6.7, "Automatically Deleting Items from the Junk Mail Folder," on page 109
* Section 3.6.8, "Manually Deleting Items from the Junk Mail Folder," on page 110

3.6.1 Understanding Junk Mail Handling

Internet email includes all email where the sender's address is in the form of name@example.com, name@example.org, and so forth.

Junk Mail Handling does not apply to internal email or appointments. Internal email is email where the sender is part of your GroupWise system and the **From** field shows only the name of the sender, not an Internet address as explained above. If you want to block or junk internal email or appointments, you can use rules. (For more information, see Section 9.4, "Creating a Rule," on page 219.)

You have three options for blocking or junking Internet email:

* You can add individual email addresses or entire Internet domains to a Block List. Items from these addresses or Internet domains are blocked and never arrive in your Mailbox.

  An Internet domain is the part of the email address that comes after the @. For example, in the address Henry@example.com, the Internet domain is example.com.

  However, email from contacts in your Frequent Contact address book and your corporate address book is not blocked.
* You can add individual email addresses or entire Internet domains to a Junk List. Items from these addresses or Internet domains are delivered to the Junk Mail folder in your Mailbox. You can specify that the items in this folder be automatically deleted after a certain number days.
* You can specify that any email items from users whose addresses are not in your personal address books (including your Frequent Contacts address book and any personal address books you have created) are sent to the Junk Mail folder. This is sometimes called "white listing."

For information about the Junk Mail folder, see "Junk Mail Folder" on page 20.

In addition to the Block List and Junk List, there is a Trust List. Use this list to add email addresses or Internet domains that you do not want blocked or junked, no matter what is specified in the other two lists. For example, you have example.com in your Block List, but you have one friend whose address is myfriend@example.com. Add this friend's email address to the Trust List.

If you specify Junk Mail Handling options in Caching or Remote mode, make sure to synchronize with your Online Mailbox in order to see the same options when you log in to GroupWise on another computer.

Your GroupWise administrator can turn off Junk Mail Handling so that it is not available.

3.6.2 Blocking or Junking All Email from a Particular User

When you block all emails from specific users as described in this section, blocked users who send you messages do not receive notifications from GroupWise that their emails were blocked.

1. Right-click an item with an Internet address, then click **Junk Mail**.
2. Click **Junk Sender**.

   or

   Click **Block Sender**.
3. Select **Junk email from this address** or **Block email from this address**.

If you select **Junk**, the address is added to the Junk List. All future email items from this email address are delivered to the Junk Mail folder.

You can specify that the items in this folder are automatically deleted after a certain number of days. This folder is not created in the folder list unless a Junk Mail option is enabled or an address or Internet domain is added to the Junk List (which enables the Junk List option).

If you select **Block**, the address is added to the Block List. All future email items from this email address are not delivered to your Mailbox.

Your Junk List and Block List can each include up to 1000 entries. If more than 1000 entries are added, the least-used entries are discarded.

4. If the Junk List or Block List is not enabled, select **Enable Junk List** or **Enable Block List**.

At any time, you can click **Tools** > **Junk Mail Handling**, click **Junk List** or **Block List**, then click **New** to add an email address to the Junk List or Block List.

3.6.3 Blocking or Junking Email from a Particular Internet Domain

An Internet domain is the part of the email address that comes after the @. For example, in the address Henry@example.com, the Internet domain is example.com.

When you block all emails from a specific Internet domain as described in this section, blocked users who send you messages do not receive notifications from GroupWise that their emails were blocked.

1. Right-click an item, then click **Junk Mail**.
2. Click **Junk Sender**.

   or

   Click **Block Sender**.
3. Select **Junk any email from this internet domain** or **Block any email from this internet domain**.

   If you select **Junk**, the Internet domain is added to the Junk List. All future email items from this Internet domain are delivered to the Junk Mail folder.

   You can specify that the items in this folder be automatically deleted after a certain number of days. This folder is not created in the folder list unless a Junk Mail option is enabled or an address or Internet domain is added to the Junk List (which enables the Junk List option).

   If you select **Block**, the Internet domain is added to the Block List. All future email items from this Internet domain are not delivered to your Mailbox.

   Your Junk List and Block List can each include up to 1000 entries. If more than 1000 entries are added, the least-used entries are discarded.
4. If the Junk List or Block List is not enabled, select **Enable Junk List** or **Enable Block List**.

At any time, you can click **Tools** > **Junk Mail Handling**, click **Junk List** or **Block List**, then click **New** to add an Internet domain to the Junk List or Block List.

3.6.4 Junking Email from Users Not In a Personal Address Book

1. Click **Tools** > **Junk Mail Handling**.
2. Select **Enable Junk Mail using personal address books**.
3. Click **OK**.

All future email from addresses not in your Frequent Contacts address book and other personal address books is delivered to the Junk Mail folder. You can specify that the items in this folder are deleted after a specified number of days.

3.6.5 Preventing Email from a User or Internet Domain from Being Junked or Blocked

1. Click **Tools** > **Junk Mail Handling**.
2. Click the **Trust List** tab.
3. Click **New**, type an email address or Internet domain, then click **OK**.

   An address or Internet domain can be in uppercase, lowercase, or mixed case. For example, amy@example.com and AMY@EXAMPLE.COM are both the same.

   You cannot use wildcard characters such as * or ? in an Internet domain name. However, an Internet domain such as example.com affects all email from example.com and any subdomains that prefix this Internet domain, such as offers.example.com or members.example.com. A domain of abcexample.com is not affected.
4. Click **OK**.

All future items from this email address or Internet domain are not blocked or delivered to the Junk Mail folder, no matter what is specified in the Block List and Junk List.

3.6.6 Modifying Junk Mail Handling Lists and Settings

1. Click **Tools** > **Junk Mail Handling**.
2. On the **Settings** tab, modify any settings.
3. Click the tab of the list you want to modify.
4. To add an email address or Internet domain to a list, click **New**, type the email address or Internet domain, then click **OK**.

   An address or Internet domain can be in uppercase, lowercase, or mixed case. For example, amy@example.com and AMY@EXAMPLE.COM are both the same.

   You cannot use wildcard characters such as * or ? in an Internet domain name. However, an Internet domain such as idomain.com affects all email from idomain.com and any subdomains that prefix this Internet domain, such as offers.idomain.com or members.idomain.com. A domain of abcidomain.com is not affected.
5. To change an email address or Internet domain, click the address or Internet domain, click **Edit**, make changes, then click **OK**.
6. To remove an email address or Internet domain from a list, click the address or Internet domain, then click **Remove**.
7. Click **OK**.

3.6.7 Automatically Deleting Items from the Junk Mail Folder

1. Click **Tools** > **Junk Mail Handling**.
2. Click **Automatically delete items from the junk mail folder (Items are moved to the Trash folder.)**
3. Specify how long you want items retained in the Junk Mail folder.
4. Click **OK**.

3.6.8 Manually Deleting Items from the Junk Mail Folder

To manually delete items from the Junk Mail folder, right-click the **Junk Mail** folder, click **Empty Junk Mail Folder**, then click **Yes**.

4 Calendar

You can view your schedule in a variety of views or formats, including day, week, month, year, task list, project planner, and multi-user. For example, the month view lets you view a month schedule; the Multi-User view lets you view, compare, and manage the schedules of multiple users or resources to whose Calendars you have proxy rights; and the Summary Calendar Panel lets you see a text summary of your calendar.

- Section 4.1, "Understanding the Calendar," on page 111
- Section 4.2, "Viewing Your Calendar," on page 112
- Section 4.3, "Managing Your Calendar," on page 116
- Section 4.4, "Sending Calendar Items," on page 123
- Section 4.5, "Receiving Calendar Items," on page 131
- Section 4.6, "Setting Calendar Alarms," on page 135
- Section 4.7, "Sharing a Personal Calendar," on page 136
- Section 4.8, "Subscribing to an Internet Calendar," on page 137
- Section 4.9, "Publishing Personal Calendars on the Internet," on page 139
- Section 4.10, "Sharing Your Free/Busy Schedule on the Internet," on page 140
- Section 4.11, "Using the Multi-User Calendar," on page 141
- Section 4.12, "Displaying Another User's Calendar in Your Own Calendar," on page 145
- Section 4.13, "Printing a Calendar," on page 145
- Section 4.14, "Junking Calendar Items from Unknown Senders," on page 147

4.1 Understanding the Calendar

You can use Graphic Display to show appointment duration in blocks to visualize time use in your schedule or you can use Text Display to better comprehend the sequence of your appointments. Time intervals in the Appointments List can be adjusted from ten minutes to two hours, depending on how detailed you want the list to be. You can also define your work schedule to display only your office hours on your Calendar. And by using Show Appointment As, you can display levels of availability for appointments in your Calendar.

You can have multiple calendars that display in your calendar view. You can create a unique color for each calendar, making it quickly identifiable in the calendar view. You can share each calendar or all calendars with other users.

If you set automatic archiving, items that have been archived are no longer displayed on your calendar. To make them appear on your calendar, unarchive the item from your archive calendar. For more information on how to unarchive an item, see Section 16.3.6, "Unarchiving Items," on page 273.

Use the Find drop-down lists in the Calendar header to find scheduled items according to category or other find criteria.

Many types of calendar views and printouts are available to let you choose the one that displays the information you need.

4.2 Viewing Your Calendar

There are several different ways to view your GroupWise calendar, from a day view to a year view. Likewise, you can view your calendar and a proxy's calendar at the same time.

All unaccepted items in your Calendar are italicized to help you easily identify which items you have not yet accepted.

- Section 4.2.1, "Customizing Your Calendar Views When Viewing a Calendar," on page 112
- Section 4.2.2, "Switching the Calendar View Between Graphic Display and Text Display," on page 112
- Section 4.2.3, "Selecting Calendars to Display," on page 113
- Section 4.2.4, "Viewing a Different Date in the Calendar," on page 113
- Section 4.2.5, "Viewing All Day Events in the Calendar," on page 113
- Section 4.2.6, "Navigating in the Calendar," on page 113
- Section 4.2.7, "Displaying Two Time Zones in the Calendar," on page 114
- Section 4.2.8, "Working with Time and Date Differences," on page 115
- Section 4.2.9, "Understanding the Calendar Item Icons," on page 115
- Section 4.2.10, "Understanding Calendar Shading," on page 115
- Section 4.2.11, "Viewing Any Folder As a Calendar," on page 116
- Section 4.2.12, "Opening a New Calendar View," on page 116

4.2.1 Customizing Your Calendar Views When Viewing a Calendar

The Calendar has several view options. The view that is displayed when you exit your Calendar displays when you open the Calendar folder again.

1 In the Nav Bar, click **Calendar**, then click the buttons on the Calendar toolbar to choose different views.

You can view the Calendar in various formats, including week, month, and year. To see another view, click a different button on the Calendar toolbar.

You can right-click any day in the Calendar to get more options. For example, you can see any day in an expanded view that displays in a separate window. You can also switch between Graphic Display and Text Display.

Fonts cannot be changed or modified in the calendar view. However, the text inside the appointment can be modified to other fonts, styles, and sizes.

If you want, you can close your folder list to leave more room for other views in the Main Window. Click **View** > **Folders List** to open or close the Folder List display.

4.2.2 Switching the Calendar View Between Graphic Display and Text Display

1 Right-click the Appointments List > click **Graphic Display** to show lines in the box.

   or

   Right-click the Appointments List > click **Text Display** to remove existing lines.

This applies only to calendar views that have an Appointments List.

4.2.3 Selecting Calendars to Display

GroupWise has the ability to display multiple calendars in the main GroupWise calendar. You can select to view your main GroupWise calendar, personal calendars, and shared calendars.

1. In the Simple Folder List, in the Calendar view, select the calendar check box next to the calendars you want to display.

   To display the Simple Folder List, click the folder list drop-down arrow (above the Folder List; it is to the right of Online or Caching), then click **Simple**, **Full, or Favorites**.

4.2.4 Viewing a Different Date in the Calendar

1. If the displayed view has a Calendar toolbar, click , then click a date.

   or

   If the displayed view has no toolbar, click **View** > **Go to Date**, specify a date, then click **OK**.

2. If the displayed view has a Calendar toolbar, click .

   or

   If the displayed view has no Calendar toolbar, click **View** > **Go to Today**.

Going to a different date is not applicable in some views.

4.2.5 Viewing All Day Events in the Calendar

All day events are located at the top of the calendar in the All-Day-Events pane when you are in the Day or Week calendar view.

For information on how to change your calendar view to a Day or Week view, see "Navigating in the Calendar" on page 113.

4.2.6 Navigating in the Calendar

Use the Calendar toolbar to navigate in your calendar.

***Figure 4-1** Calendar Toolbar*

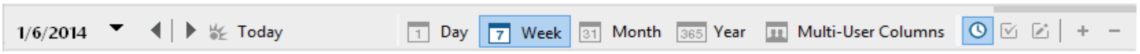


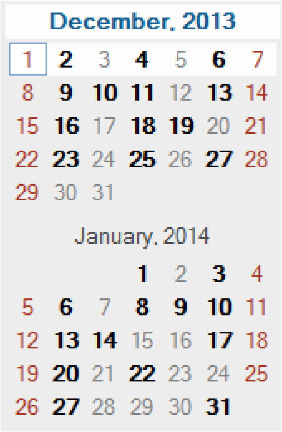
***Table 4-1** Calendar Toolbar Button Descriptions*

Button	Description
	Select a date to view.
	Return to today's date.
	Move forward or back one day, one week, one month, or one year, depending upon what the calendar display is set to.

Button	Description
	See a day view.
	See a week view.
	See a month view.
	See a year view.
	See a column view of your Multi-User Calendar.
	Show or hide appointments (on views where this applies).
	Show or hide tasks (on views where this applies).
	Show or hide reminder notes (on views where this applies).
	Adds another day in the week view.
	Remove a day from the week view.

Use the month navigation to navigate to a different day when the **Day** or **Week** view is selected in the Calendar toolbar.

Figure 4-2 *Month Navigation*



4.2.7 Displaying Two Time Zones in the Calendar

You can display two different time zones in the calendar. In addition, you can quickly switch between the two time zones. This is helpful when you frequently travel between time zones, or when you need to schedule meetings across time zones.

1. Right-click in your Calendar and select **Additional Time Zone**.
2. Select **Display Additional Time Zone**.
3. Type a label for the additional time zone, such as London.

4. Select the time zone from the additional **Time zone** drop-down list.
5. Type a label for your workstation time zone.
6. Select the time zone where your workstation is located from the workstation time zone drop-down list.
7. Click **OK.**

To swap the two time zones, click **Swap** in the Additional Time Zone window. By clicking **Swap**, you are also changing your machine's time zone.

4.2.8 Working with Time and Date Differences

You can configure the Calendar to show the difference between two time zones and to calculate start and end dates based on a specified number of days.

Use Time Zone Difference to see the time zone in one locale based on the time zone in another. For example, if you are in New York, you can use Time Zone Difference to see the time in London.

You can calculate a starting or ending date based on a given date and a specified number of days. For example, you might have a deadline 90 days after a certain action. Date Difference lets you calculate the date the deadline will fall on.

- "Calculating a Start or End Date" on page 115

Calculating a Start or End Date

1. Click **Tools** > **Date Difference**.
2. To calculate a start date when you know the end date, click the arrow buttons to move forward or backward one month or year at a time in the **End Date** group box, then click a date.

   or

   To calculate an end date when you know the start date, use the arrow buttons to move forward or backward one month or one year at a time in the **Start Date** group box, then click a date.
3. Type a number in the **Number of days different** text box.
4. Click **Calculate Start Date**, then view the calculated start date in the **Start Date** text box and calendar.

   or

   Click **Calculate End Date**, then view the calculated end date in the **End Date** text box and calendar.

4.2.9 Understanding the Calendar Item Icons

The icons that appear in your calendar give you additional information about items. For more information, see Section 1.10, "Identifying Icons That Appear Next to Items," on page 25.

4.2.10 Understanding Calendar Shading

Appointments on your calendar appear in different shades, depending on how the appointment is shown:

- **Busy**. The appointment displays as gray.
- **Free**. The appointment displays as white.

- **Out of the Office**. The appointment displays as dark gray.
- **Tentative**. The appointment displays as gray with white and gray stripes on the side.

To change an appointment's **Show Appointment As** status:

1 Click **Actions** > **Show Appointment As**, then select **Busy**, **Free**, **Out of the Office**, or **Tentative**.

4.2.11 Viewing Any Folder As a Calendar

This method of viewing your calendar is useful if you store all your appointments or other items for a specific project or client in one folder and want to see your schedule for that project only.

1 Click a project folder in the Folder List.

2 Click **View** > **Display Settings** > **as Calendar** to display all scheduled, accepted items that are saved in that folder display.

4.2.12 Opening a New Calendar View

You can open a new Calendar view in a separate window outside your Calendar folder.

1 Click **Window** > **Calendar,** then click a calendar view.

You can view the Calendar by day, week, week and month, month, and year.

Other views are also available, such as Desk Calendar, Notebook, Day Projects, Day Planner, and Project Planner. These views open in a separate window and provide alternatives to viewing your current calendar. Options such as the Desk Calendar provide a creative view of your appointments and tasks and still provide the flexibility to add appointments and tasks as needed.

4.3 Managing Your Calendar

- Section 4.3.1, "Reading a Calendar Entry," on page 116
- Section 4.3.2, "Creating a Personal Calendar," on page 117
- Section 4.3.3, "Customizing a New Calendar," on page 117
- Section 4.3.4, "Sending a Calendar," on page 122
- Section 4.3.5, "Exporting a Calendar," on page 122
- Section 4.3.6, "Importing a Calendar," on page 122

4.3.1 Reading a Calendar Entry

1 In the Folder List, click **Calendar**.

2 Double-click the item you want to read.

In all views except the Year view, you can mouse over most items and see more information such as Subject, Time, Place, and To.

4.3.2 Creating a Personal Calendar

1 Click **File** > **New** > **Calendar**.

2 Type a name for the new calendar.

3 (Optional) Click **Color**. Select a color for the calendar by clicking the colored square. Click **OK**.
4 Select what order you want your calendars to display in by selecting the calendar, then clicking **Move Up** or **Move Down**.
5 Click **OK**.

4.3.3 Customizing a New Calendar

You can set several options to customize your Calendar view. For example, you can make it easier to see your work days by specifying the first day of the week and highlighting weekends.

- "Customizing Your Calendar Views for a New Calendar" on page 117
- "Defining Your Work Schedule" on page 119
- "Changing the First Day of the Week in Your Calendar" on page 120
- "Highlighting Weekends" on page 120
- "Showing Week Numbers" on page 120
- "Setting Whether to Include Yourself on New Appointments" on page 120
- "Setting How to Display Appointment Length" on page 120
- "Changing a Calendar's Color" on page 121
- "Changing the Background for Calendar Areas" on page 121

Customizing Your Calendar Views for a New Calendar

Various GroupWise Calendar views can be selected to provide the look and feel that best suits your needs. For example, you can choose to remove the monthly calendars from the Week view or display the calendars with pages that resemble a planner.

The following sections provide examples of some of the ways you can customize your Calendar view. These sections do not provide information about all of the possible views, but they show you how to perform some common changes.

- "Changing a Calendar View" on page 117
- "Removing the Month Calendar from the Week View" on page 118
- "Adding Month Calendars to the Month View" on page 118
- "Adding Extended Navigation to the Calendar" on page 119
- "Saving a Calendar View" on page 119

Changing a Calendar View

1 Click **Calendar** on the Nav Bar.
2 Right-click the view you want to change, then click **Properties**.

   The Calendar View Properties dialog box opens.

   The Calendar View Properties dialog box lets you change the view used to display your Day, Week, Month, Year, and Multi-User calendars.
3 Select the name of the view you want to change, then click **Edit**.

   The Edit View dialog box opens.
4 Click the down-arrow to open the **View** drop-down list.

   The **View** drop-down list contains a variety of available views.

5 Select the view you want to use, then click **OK** to close the Edit View dialog box.
6 Click **OK** to close the Calendar View Properties dialog box.

Removing the Month Calendar from the Week View

You might want to remove the month calendar from the Week view to allow more space for your weekly appointments to display.

1. Click **Calendar** on the Nav Bar.
2. Right-click **Week**, then click **Properties**.

   The Calendar View Properties dialog box opens.
3. Select **Week**, then click **Edit**.

   The Edit View dialog box opens.
4. Click the down-arrow to open the **View** drop-down list.
5. Select **Week**—not **Week (Default)**—then click **OK** to close the Edit View dialog box.
6. Click **OK** to close the Calendar View Properties dialog box.

   Now, when you view the weekly calendar, the month calendar does not display.

Adding Month Calendars to the Month View

By default, the Month view shows the current month's appointments. To show the month calendars for the previous month and the next several months, change the Month view from **Month (Default)** to **Month and Calendar**.

1. Click **Calendar** on the Nav Bar.
2. Right-click **Month**, then click **Properties**.

   The Calendar View Properties dialog box opens.
3. Select **Month**, then click **Edit**.

   The Edit View dialog box opens.
4. Click the down-arrow to open the **View** drop-down list.
5. Select **Month and Calendar**, then click **OK** to close the Edit View dialog box.
6. Click **OK** to close the Calendar View Properties dialog box.

   Now, when you view the monthly calendar, as many month calendars display below the current month's appointment calendar as can fit in your GroupWise window.

Adding Extended Navigation to the Calendar

By default, the Calendar opens with the Simple Navigation feature selected. Simple Navigation allows you to move forward or back one day, week, month, or year, depending on the selected calendar view, by clicking the forward or back button.

The Extended Navigation feature provides additional functionality by making it possible to move forward or back 1, 7, 31, or 365 days.

1. Click **Calendar** on the Nav Bar.
2. Right-click any view, then click **Properties**.

   The Calendar View Properties dialog box opens.
3. Select **Extended Navigation**.

4 Click **OK** to close the Calendar View Properties dialog box.

   Now, when you view the monthly calendar, as many month calendars display below the current month's appointment calendar as can fit in your GroupWise window.

Saving a Calendar View

You can save a customized calendar view.

1 Click **Calendar** on the Nav Bar.
2 Customize your calendar views.
3 Right-click any view, then click **Properties**.

   The Calendar View Properties dialog box opens.
4 Select the view you want to save, then click **New**.
5 Type the name of your custom view, select a view type, then click **OK**.

   The new view is added to the list of views.

Defining Your Work Schedule

Your work schedule shows others when you are available and affects how calendars display. By default, GroupWise assumes an 8:00 a.m. to 5:00 p.m. workday, Monday through Friday. If you have a different work schedule, you can set your schedule to display accurately.

1 Click **Tools > Options.**
2 Double-click **Calendar**, then click the **Work Schedule** tab.
3 (Optional) If you are always available for appointments, click **Set Always Available** and skip the remaining steps.
4 In the **Start time** field, specify the time when your day typically begins.
5 In the **End time** field, specify the time when your day typically ends.
6 Select the days when you work and leave your usual days off deselected.
7 Confirm that the time zone shown is correct.

   If the time zone is incorrect, right-click the clock in your Windows notification area, select **Adjust Date/Time**, click the **Time Zone** tab, then select the correct time zone.
8 Click **OK**.

Changing the First Day of the Week in Your Calendar

GroupWise checks the locale of your workstation's operating system to determine the standard first day of the week for your locale. If you prefer, you can change the first day of the week to be a day other than the default.

1 Click **Tools** > **Options**.
2 Double-click **Calendar**, then click the **General** tab.
3 Select a day in the **Calendar Display Options** group box, then click **OK**.

Highlighting Weekends

You can highlight weekends and make weekends and weekdays easier to differentiate in your Calendar.

1. Click **Tools > Options.**
2. Double-click **Calendar**, then click the **General** tab.
3. Select the **Highlight weekends** check box, then click **OK**.

Showing Week Numbers

1. Click **Tools > Options.**
2. Double-click **Calendar**, then click the **General** tab.
3. Select the **Show week number** check box, then click **OK**.

Setting Whether to Include Yourself on New Appointments

By default, GroupWise automatically includes your name in the **To** list when you create a new appointment. You can disable this feature so you are not automatically included, or to enable it if it has been disabled.

1. Click **Tools > Options.**
2. Double-click **Calendar**, then click the **General** tab.
3. Select the **Include myself on new appointments** check box, then click **OK**.

Setting How to Display Appointment Length

When you configure how to display the length of new appointments, you can select whether to display the appointment length by duration or by an end date and time. You can also set the default length of appointments.

- "Displaying Appointment Length by Duration or by End Date and Time" on page 121
- "Setting the Default Appointment Length" on page 121

Displaying Appointment Length by Duration or by End Date and Time

By default, GroupWise displays appointment length by duration. That is, when you create an appointment, a field displays where you can enter an amount of time (such as 30 minutes or 2 hours) to indicate the length of the appointment.

If you prefer, you can specify an end date and time for each appointment. If you use this option, GroupWise displays a field for entering an end date and another for entering an end time when you create a new appointment.

1. Click **Tools > Options**.
2. Double-click **Calendar**, then click the **General** tab.
3. Under **Display appointment length using**, select either **Duration** or **End date and time,** then click **OK**.

Setting the Default Appointment Length

By default, a new appointment is one hour long, although you can adjust the time when you create the appointment. For example, if most of the appointments you set up usually last 30 minutes, you can change the default to 30 minutes.

1 Click **Tools > Options**.

2 Double-click **Calendar**, then click the **General** tab.

3 Specify the number of hours and minutes for the **Default appointment length**, then click **OK**.

Changing a Calendar's Color

1 In the Folder List, click the Calendar colored square.

2 Select a color.

Changing the Background for Calendar Areas

You can change the background appearance for All Day Events, Appointments, Reminder Notes, and Tasks.

1 Click **Tools > Options**.

2 Double-click **Calendar**, then click the **General** tab.

3 Under **Line, Color Options**, select if you want to display a background color for **All-Day-Events**, **Appointments**, **Reminder Notes**, and **Tasks**.

4 If you selected to display a background color for any of the calendar items, select a color for each item.

To use the default GroupWise 6.0 background colors, click **GW60**. To use the default GroupWise 6.5 background colors, click **GW65**. The GroupWise 6.5 and GroupWise 7 default background colors are the same.

5 Select if you want to display separating lines for reminder notes and tasks.

6 Click **OK**, then click **Close**.

4.3.4 Sending a Calendar

When you send a calendar, the calendar is sent as an Internet Calendar attachment to an email message. Internet Calendar attachments have the file extension of `.ics`.

1 Right-click the calendar to export, then click **Send**.

2 Select the time period.

Select **Entire calendar** to send your entire calendar.

or

Select **Previous** to send part of your calendar. If you select **Previous**, you must specify a range of days to send.

3 Select the level of detail:

Busy Time Only: Sends only the busy information for the calendar, and no information about the calendar items.

Busy Time and Subject: Sends the busy information as well as the subject of the appointment.

Full Details: Sends the busy time and all the information associated with your calendar items.

4 Select **Include Private Items** to include private items.
5 Select **Include Attachments** to include attachments.
6 Click **OK**.

A new email message is generated with a `.ics` attachment.

7 Specify who you want to send the message to, then click **Send**.

4.3.5 Exporting a Calendar

When you export a calendar, the calendar is exported as an Internet Calendar. Internet Calendar attachments have the file extension of `.ics`.

1 Right-click the calendar to export, then click **Export**.
2 Type a file name for the item in the **File name** field.
3 To save the item in a different directory than is shown, browse to the new directory.
4 Click **Save**.

4.3.6 Importing a Calendar

You can import a calendar that has been saved as a `.ics` file. For information about saving a calendar as a file, see Section 4.3.5, "Exporting a Calendar," on page 122.

1 Right-click the **Calendar** tab, or right-click the main calendar, then click **Import Calendar**.
2 Specify the file name of the calendar you want to import, including the path to the file, or click **Browse** and locate the file.
3 (Conditional) If you want to rename the calendar, specify a new name; otherwise, leave the existing name in the **Name** field.

If the name specified for the new calendar is the same as a calendar you already have, the new calendar is added into the existing calendar.

4 If a description field is available for the calendar you are importing, type a description, then specify whether to replace or add to the existing contents.
5 Click **OK**.

4.4 Sending Calendar Items

- Section 4.4.1, "Understanding Calendar Items," on page 123
- Section 4.4.2, "Scheduling Appointments," on page 123
- Section 4.4.3, "Sending Reminder Notes," on page 129
- Section 4.4.4, "Scheduling Recurring Items," on page 130

4.4.1 Understanding Calendar Items

You can schedule appointments and reminder notes for yourself and other users. You can also reserve a block of time by using a personal appointment.

For information about how appointments and reminder notes differ from other item types, see Section 1.8, "Understanding GroupWise Item Types," on page 21.

If you want to find out if someone is coming to your meeting, you can check for an accepted or declined status in the item's Properties. For more information, see "Working with Sent Items" on page 85.

All scheduled items can be retracted or rescheduled, even if the recipients have already opened and accepted them. For more information, see Section 3.2.3, "Retracting Sent Email," on page 87 and Section 3.2.5, "Editing Sent Appointments, Tasks, and Reminder Notes," on page 88.

For more information about managing items after they have been sent or received, see Section 3.1, "Sending Email," on page 59 and Section 3.3, "Receiving and Replying to Email," on page 91.

4.4.2 Scheduling Appointments

Use appointments to schedule blocks of time on a specific date or range of dates.

You can use Busy Search to check for a time when all the users and resources you want for an appointment are available.

When you perform a Busy Search for users who are in a different time zone than you, GroupWise takes into consideration the difference in time zones. For example, if you are trying to schedule a meeting with a co-worker whose time zone is seven hours later than your own, that co-worker's workday is blocked out in the Busy Search sometime after 10:00 a.m. your time.

When you schedule an appointment and include yourself as a participant, GroupWise automatically accepts the appointment for you unless there is a conflicting appointment, in which case you will receive a notification stating you have a conflicting appointment. This occurs when you try to send the appointment.

- "Scheduling an Appointment for Yourself" on page 124
- "Scheduling an Appointment for Multiple People" on page 124
- "Using Busy Search to Check Availability" on page 125
- "Understanding All Day Events" on page 127
- "Time Input" on page 127
- "Specifying a Time Zone for an Appointment" on page 127
- "Canceling an Appointment" on page 128
- "Canceling a Recurring Appointment" on page 128
- "Modifying an Appointment" on page 129
- "Copying an Appointment" on page 129

Scheduling an Appointment for Yourself

If you are not available for meetings, you can schedule a personal appointment for those times. When another user includes you in an appointment and does a busy search, the user can see that you are not available at those times, but can still schedule over your appointment.

Personal appointments are placed in your Calendar on the date you specify. They are not placed in your Mailbox or in any other user's Mailbox. Similarly, all personal appointments are saved to your main GroupWise calendar. To move them to a personal calendar, drag and drop them to the personal calendar after they are created.

1 On the toolbar, click the arrow on the **New Appt** button, then click **Personal Appointment**.

  or

In your Calendar, open a view with an Appointments List, click a date, then double-click a time in that day.

2 (Optional) Type a subject and a place.

3 Specify the start date.

or

Click to specify a date or auto-date for your appointment. To create a recurring appointment, see Section 4.4.4, "Scheduling Recurring Items," on page 130.

or

Select **All Day Event** for an all day event.

For more information about all day events, see "Understanding All Day Events" on page 127.

4 Specify a start time and duration. Duration can be in minutes, hours, or days.

5 Specify how you want the appointment to appear with the **Show As** drop-down menu. Appointments can appear as **Busy**, **Free**, **Out of the Office**, or **Tentative**.

6 (Optional) Type a message.

You can specify many options, such as making this appointment a high priority and more, by clicking the **Options** tab.

7 (Optional) Specify a Show Appointment As type by clicking **Actions** > **Show Appointment As**, then clicking a type.

8 Click **Post** on the toolbar.

Scheduling an Appointment for Multiple People

1 Click **New Appt** on the toolbar.

2 In the **To** field, type a user name, then press Enter. Repeat for additional users. Include any resource IDs (such as conference rooms) in the **To** field. If necessary, click **+Cc** or **+Bc** to add the desired field, and type user names in the **CC** and **BC** fields.

or

To select user names or resources from a list, click **Address** on the toolbar, double-click each user, then click **OK**.

Your name is automatically added to the **To** field of the appointment. When you send the appointment, it is automatically added to your calendar. If you do not want to be included in the message, delete your name from the **To** field.

If more than one place is added to an appointment as a resource, only the first one will be displayed in the **Place** field.

3 (Conditional) If a place hasn't been added as a resource on the **To** field, type the place description in the **Place** field.

4 Specify the start date.

or

Click to specify a date or auto-date for your appointment. To create a recurring appointment, see Section 4.4.4, "Scheduling Recurring Items," on page 130.

or

Select **All Day Event** for an all day event.

For more information about all day events, see "Understanding All Day Events" on page 127.

5 Specify a start time and duration. Duration can be in minutes, hours, or days.

6 Specify how you want the appointment to appear as. Appointments can appear as **Busy**, **Free**, **Out of the Office**, or **Tentative**.

   Recipients in the **CC** and **BC** fields receive the appointment as Free.

7 Type a subject and message.

8 If you want to ensure that the people and resources for the appointment are available, do a busy search by clicking **Busy Search** on the toolbar. For more information, see "Using Busy Search to Check Availability" on page 125.

   You can specify many options, such as making this appointment a high priority, requesting a reply from recipients, and more, by clicking the **Send Options** tab.

9 Click **Send** on the toolbar.

   If the appointment conflicts with an appointment that is already on your calendar, you are given the option to continue scheduling the appointment or to change the appointment.

Using Busy Search to Check Availability

Use Busy Search to find a time when all the people and resources you want to schedule for a meeting are available.

- "Performing a Busy Search" on page 125
- "Changing Busy Search Options" on page 126

Performing a Busy Search

1 In an appointment you are creating, specify user names and resource IDs in the **To** field.

2 Specify the first possible day for the meeting in the **Start Date** field.

3 Specify the meeting's duration.

4 Click **Busy Search** on the toolbar.

   The legend at the bottom of the Busy Search dialog box shows the meaning of the various Show Appointment As patterns on the grid.

   If ⓘ appears to the left of the user name or resource, you can click a scheduled time across from the user name or resource on the **Individual Schedules** tab to display more information about the appointment in the box below. However, the user or resource owner must give you appointment Read rights in their Access List before the ⓘ icon appears. See "Granting Proxy Rights as a Mailbox Owner" on page 225.

   To exclude a user name or resource from the search without deleting it, click the **Available Times** tab, then click the check box next to the user or resource to deselect it. Excluding a person or resource from the search is useful if a user (like a CC recipient) should be invited to a meeting but does not necessarily need to attend. To include a user or resource name that has been excluded, click the check box next to the user or resource to select it.

5 Click **Auto-Select** to select the first available meeting time, then click **OK** to transfer the users, resources, and selected time and duration to the appointment you were scheduling.

   or

   Click **Auto-Select** until the time you want is displayed, then click **OK** to transfer the users, resources, and selected time and duration to the appointment you were scheduling.

   or

   Click the **Available Times** tab to see possible meeting times, click a time to select it, then click **OK** to transfer the users, resources, and selected time and duration back to the appointment you were scheduling.

6 To remove a user or resource from the **Invite to Meeting** list after the search, click the **Available Times** tab, click the user name or resource to remove, press **Delete**, then click **Yes**.

   This is useful if you want to include several conference rooms in the search to find one that is available, then eliminate those you do not want.

7 Complete and send the appointment.

   If you want to do a busy search before creating an appointment, click **Tools** > **Busy Search**. Specify information in the Busy Search dialog box, then click **OK** to perform a busy search. When you find a time you want for a meeting, click **Request Meeting** to transfer the information to a new appointment view, then complete the appointment.

   You can change the search range for one appointment by scheduling the appointment with **Tools** > **Busy Search** and changing the number in the **Number of days to search field**.

   This method is useful when you are scheduling recurring appointments or planning appointments with users and you want to see the users' schedules further into the future than the default seven days.

Changing Busy Search Options

You can change the search range, time, and days default for all appointments on the **Busy Search** tab in Date Time Options.

1 Click **Tools** > **Options**, double-click **Calendar**, then click the **Busy Search** tab.

2 Change the options you want.

   Options include the range of dates or specific days to search.

3 Click **OK**.

Understanding All Day Events

When you are creating a GroupWise appointment, you can choose to make the appointment an all day event by selecting **All Day Event**, located next to the time input field.

You can specify how you want the appointment to appear by clicking the availability button, located below the **All Day Event** select box. Appointments can appear as **Busy**, **Free**, **Out of the Office**, or **Tentative**. Unlike regular appointments, all recipients receive all day event appointments as Free by default. This is because all day events are often intended to be strictly informational for recipients. For example, you might send out an all day event to inform colleagues that you are going to be on vacation. In this case, colleagues who receive the event are not shown as Busy on the day of the event.

Changing How All-Day Events Are Displayed

You can change the way that all day events are accepted into your calendar by using the Options menu.

1 Click **Tools** > **Options**, double-click **Calendar**, then click the **General** tab.

2 In the **Accept Options** area, click the drop-down menu located beneath **Accept All-Day-Events I send to myself as**, then choose the option you want.

3 Click **OK**.

When you send an All-Day Event to recipients, the time appears as **Free** by default. The sender can choose to have the event show as **Busy** in recipients' calendars, but must do so each time they send an All-Day Event.

Time Input

When you schedule appointments and other items you might be required to specify a time. In most cases you have the option to specify the time by typing it directly into the time field or entering it through the time input field. Click [clock icon] to open the time input window.

Use the green arrow to select a start time and the red arrow to select an end time. The currently selected times display on the right side of the screen. You can use intervals as small as 15 minutes.

If a correct duration has already been entered, you can move it by dragging the selected area up or down.

A time zone option is available to specify a specific time zone for the event. For more information on time zones, see "Specifying a Time Zone for an Appointment" on page 127.

Specifying a Time Zone for an Appointment

The Time Zone feature lets you schedule a meeting for recipients in different time zones who will meet in a single location.

Normally, GroupWise automatically adjusts meeting times based on the recipients' time zones. For example, a meeting scheduled by a user in Utah for 10:00 would be displayed as 9:00 for a recipient in California and as 12:00 for a user in New York because these users are in different time zones. Because GroupWise adjusts the time, all the users scheduled for a conference call can call in at the same moment, even though their local time might differ.

Use the Time Zone feature if you don't want GroupWise to adjust to the recipients' local time zone. For example, if you are in the Saskatchewan time zone and include users from the Mountain Time (US & Canada) time zone in your appointment, you would use the Time Zone feature if these users are flying to Saskatchewan for the appointment. Time Zone ensures that the appointment in their Calendars and Mailboxes shows the correct Saskatchewan time.

1. Open and create a new appointment.
2. Click **Actions** > **Select Time Zone**, click the **Time Zone** drop-down list and select the time zone for the appointment location, then click **OK**.
3. Click **Send** on the toolbar.

When the users you have scheduled with the Time Zone feature receive the appointment, they see a time annotation after the subject when they see the appointment in their Mailboxes. For example, if the subject of the meeting is "Marketing Conference" and the time zone is Saskatchewan, users would see a subject and time annotation similar to the following: Marketing Conference (Saskatchewan). In the users' Calendars, the place is annotated with the time zone, rather than the subject.

Canceling an Appointment

You can cancel an appointment if you scheduled it or if you have the necessary Proxy rights to the scheduler's Mailbox.

1. In your calendar, right-click the appointment you want to cancel, then click **Delete**.
2. Select **Delete this item from all other recipient's mailboxes** to remove it from other users' mailboxes. Leave this option deselected if you want to delete it only from your own mailbox.
3. (Optional) Type a message explaining the cancellation.
4. Then click **OK**.

A Meeting Cancelled message is sent to each user that the appointment was sent to, and the appointment is removed from the user's calendar. Users who had the appointment delegated to them do not receive a Meeting Cancelled message, but the appointment is removed from their calendars.

Canceling a Recurring Appointment

You can cancel a recurring appointment if you scheduled it or if you have the necessary Proxy rights to the scheduler's Mailbox.

1. In your calendar, right-click the recurring appointment you want to cancel, then click **Delete**.
2. Select **Delete this item from all other recipient's mailboxes**.
3. (Optional) Type a message explaining the cancellation.
4. Click **OK**.
5. Click **This Instance**, **All Instances**, or **This Instance Forward**.

A Meeting Cancelled message is sent to each user that the appointment was sent to, and the appointment is removed from the user's calendar. Users who had the appointment delegated to them do not receive a Meeting Cancelled message, but the appointment is removed from their calendar.

Modifying an Appointment

When an appointment is modified, changes simply appear on recipients' appointments with no message appearing in users' mailboxes. The modified appointment is displayed as bold and a notification banner is displayed inside the appointment, indicating to users which sections of the appointment have been modified. Users are not prompted to re-accept the appointment.

For information on how to modify an appointment and other email items, see Section 3.2.5, "Editing Sent Appointments, Tasks, and Reminder Notes," on page 88.

To reschedule an appointment for a new time on the same day:

1. Open your Calendar and drag the appointment to the new time.

Copying an Appointment

Like with other types of email items, you can copy an existing appointment to create a new appointment. For more information, see Section 3.2.6, "Duplicating Sent Email," on page 89.

4.4.3 Sending Reminder Notes

Reminder notes are like mail messages except they are scheduled for a particular day and appear on the Calendar for that date. You can use reminder notes to show vacations, holidays, paydays, birthdays, and so forth.

- "Scheduling a Reminder Note for Yourself" on page 129
- "Scheduling a Reminder Note for Others" on page 129

Scheduling a Reminder Note for Yourself

A reminder note to yourself is called a personal reminder note. Personal reminder notes are placed in your Calendar on the date you specify. They are not placed in your Mailbox or in any other user's Mailbox.

1 From your Calendar, open a view with a Reminder Notes List (for example, the Week view).
2 Click a date, then double-click an empty space in the Reminder Notes List.
3 If necessary, click to specify a start date or auto-date for your reminder note.
4 Type a subject and the reminder note message.

  You can specify many options, such as making this reminder note a high priority and more, by clicking the **Send Options** tab.
5 Click **Post** on the toolbar.

To access the information later, open your Calendar and select the date the information appears on. Double-click the reminder note in the Reminder Notes List.

Scheduling a Reminder Note for Others

1 Click **File** > **New** > **Reminder Note**.
2 In the **To** field, type a user name, then press Enter. Repeat for additional users. If necessary, click **+Cc** or **+Bc** to add the desired field, then type user names in the **CC** and **BC** fields.

  or

  To select user names from a list, click **Address** on the toolbar, double-click each user, then click **OK**.
3 (Optional) Type a subject and the reminder note message.
4 In the **Start Date** field, type the date this reminder note should appear in the recipients' Calendars.

  or

  Click to specify a start date or auto-date for your reminder note.

  You can specify many options, such as making this reminder note a high priority, requesting a reply from recipients, and more, by clicking the **Send Options** tab.
5 Click **Send** on the toolbar.

4.4.4 Scheduling Recurring Items

You can send appointments, tasks, and reminder notes as recurring items. Recurring items can be scheduled daily, weekly, monthly, yearly, or according to custom settings that you define.

When you send a recurring item, GroupWise copies the item and places one of the defined dates in each copy of the item. For example, if you define five dates for the event, GroupWise makes five copies of the item and schedules one copy for each date. If you send the item to other users, you have five outgoing items with five occurrences. If you receive the event, you find five copies of the incoming item in your Mailbox, each scheduled for a different date.

- "Scheduling a Daily Recurring Item" on page 130
- "Scheduling a Weekly Recurring Item" on page 130
- "Scheduling a Monthly Recurring Item" on page 130

- "Scheduling a Yearly Recurring Item" on page 131
- "Scheduling a Custom Recurring Item by Dates" on page 131

Scheduling a Daily Recurring Item

1. In an appointment, task, or reminder note you are scheduling, click **Recurrence**, then click **Daily**.
2. Select the pattern of recurrence, start date, end date (or number of occurrences), then click **Done**.

Scheduling a Weekly Recurring Item

1. In an appointment, task, or reminder note you are scheduling, click **Recurrence**, then click **Weekly**.
2. Select the pattern of recurrence, start date, end date (or number of occurrences), then click **Done**.

Scheduling a Monthly Recurring Item

1. In an appointment, task, or reminder note you are scheduling, click **Recurrence**, then click **Monthly**.
2. Select the pattern of recurrence, start date, end date (or number of occurrences), then click **Done**.

Scheduling a Yearly Recurring Item

1. In an appointment, task, or reminder note you are scheduling, click **Recurrence**, then click **Yearly**.
2. Select the pattern of recurrence, start date, end date (or number of occurrences), then click **Done**.

Scheduling a Custom Recurring Item by Dates

This type of custom recurrence allows you to select specific days from a year calendar.

1. In an appointment, task, or reminder note you are scheduling, click **Recurrence**, then click **Custom**.
2. On the **Date** tab, click the days you want to schedule.
3. To move to a different year, click the year button, type the new year, then click **OK**.
4. If you want to clear all the dates you have selected, click **Reset**.
5. Click **OK**.

4.5 Receiving Calendar Items

- Section 4.5.1, "Accepting or Declining Calendar Items," on page 131
- Section 4.5.2, "Accepting or Declining Internet Items," on page 132
- Section 4.5.3, "Propose New Time for an Appointment," on page 133
- Section 4.5.4, "Inviting Others or Delegating and Deleting Calendar Items," on page 133

* Section 4.5.5, "Changing Calendar Item Types," on page 134
* Section 4.5.6, "Saving Calendar Items," on page 135

4.5.1 Accepting or Declining Calendar Items

When you receive an appointment, task, or reminder note, you might not be able to accept it. In GroupWise, you can let the sender know if you accept or decline, specify a level of acceptance or availability, and add additional comments. You can also delegate the item to another user. The sender can find your response by checking the item's properties.

If you decline an appointment after its start time, the sender sees the appointment as deleted rather then declined in the appointment's properties.

* "Accepting or Declining an Item" on page 131
* "Accepting an Item to a Personal Calendar" on page 132
* "Keeping a Copy of an Accepted Item in Your Mailbox" on page 132

Accepting or Declining an Item

1. Open the appointment, task, or reminder note.
2. Click **Accept** or **Decline** on the toolbar.

   or

   Click the down-arrow to the right of the button to select an **Accept** level of availability, **Accept with Options**, or to select **Decline with Options**.
3. (Optional) If you selected **Accept with Options** or **Decline with Options**, you can type a comment, then click **OK**.

   By default, the sender can view your comment by viewing the item properties in the Sent Items folder. However, for a more noticeable indication when someone declines an item, the sender has the option under **Tools** > **Options** > **Send** > **Appointment/Task/Reminder Note** to set Return Notification When Declined to Mail Receipt, Notify, or both.
4. If the item is an Auto-Date item, click **This Instance** to accept or decline this one Auto-Date item, or click **All Instances** to accept or decline all instances of the Auto-Date item.

Accepting an Item to a Personal Calendar

1. Open the appointment, task, or reminder note.
2. Click the down-arrow to the right of the **Accept** button, then select **Accept with Options**.
3. Select the personal calendar where you want the item to appear, then click **OK**.

Keeping a Copy of an Accepted Item in Your Mailbox

When you accept an item, you can also select to keep a copy of the item in your Mailbox folder.

1. Click **Tools** > **Options**, then double-click **Calendar**.
2. On the General page, select **On accept, continue to display the item in the Mailbox**.
3. Click **OK**.

4.5.2 Accepting or Declining Internet Items

You can accept or decline appointments, all day events, and tasks that are sent from Internet-enabled collaboration clients. Some of these clients include Microsoft Exchange, Lotus Notes, and Macintosh iCal.

1. Open the appointment, task, or reminder note.
2. Click **Accept** or **Decline** on the toolbar.

   or

   Click the down-arrow to the right of the button to select an **Accept** level of availability, or to select **Decline with Options**.
3. (Optional) If you selected **Decline with Options**, you can type a comment, then click **OK**.
4. If the item is an Auto-Date item, click **This Instance** to accept or decline this single Auto-Date item, or click **All Instances** to accept or decline all instances of the Auto-Date item.

   By default, a message is sent to the sender of the item, indicating the action you took.

   In addition, you can right-click the Internet item and select **Import Calendar**. This creates a new calendar and imports the item to the new calendar.

4.5.3 Propose New Time for an Appointment

If you, as the recipient of an appointment, want to change the time of the appointment, you can perform a busy search of attendees and propose a new time. The new time is then sent back to the original sender, who can then decide whether to accept the new time. If the change is accepted, the original appointment is edited.

The recipient must be on a GroupWise 18 client to propose a new time. The originator must be on a GroupWise 18 client to accept the new time and send the edited appointment. If the originator is on a client earlier than GroupWise 18, the counter proposal is shown as an email with the original appointment attached. The originator must then manually edit the original appointment if the originator wants to use the new time.

Proposing a New Time from the Tool bar

1. In the Item list, select an appointment.
2. Click **Actions** > **Propose new time...**
3. (Optional) Click **Busy Search** to view all recipients’ calendar schedules to find a suitable time.
4. Modify the date, time, or duration as desired.
5. (Optional) Enter a reason for changing the appointment.
6. Click **Send** on the toolbar.

Proposing a New Time from the Main Window

1. In the Calendar view, right-click an appointment.
2. Click **Propose new time...**
3. (Optional) Click **Busy Search** to view all recipients’ calendar schedules to find a suitable time.
4. Modify the date, time, or duration as desired.

5 (Optional) Enter a reason for changing the appointment.

6 Click **Send** on the toolbar.

4.5.4 Inviting Others or Delegating and Deleting Calendar Items

Use **Invite** to invite other people to a scheduled item. Use **Delegate and delete** to reassign a scheduled item to someone else and delete it from your calendar. The sender can determine who you invited or delegated the item to by looking at the item's properties.

When the message body, subject line, or To list of an appointment is modified by the original sender, all recipients, including invited or delegated recipients, receive the modifications.

When the time or place of an appointment is modified by the original sender, the appointment is retracted from all recipients; however, it is re-sent only to the original recipients. In this case, the appointment must then be re-delegated.

- "Inviting Others or Delegating and Deleting from the Main Window" on page 134
- "Inviting Others or Delegating and Deleting from the Calendar View" on page 134

Inviting Others or Delegating and Deleting from the Main Window

1 In the Item list, click a task, reminder note, or appointment.

2 Click **Actions** > **Delegate and delete...**

or

Click **Actions** > **Invite...**

3 In the **To** field, type a user name, then press Enter.

or

To select a user name from a list, click **Address** on the toolbar, double-click the user, then click **OK**.

4 Type any additional comments to the recipient.

5 Click **Send** on the toolbar.

Inviting Others or Delegating and Deleting from the Calendar View

1 In a Calendar view, right-click a task, reminder note, or appointment.

2 Click **Invite...**

or

Click **Delegate and delete...**

3 In the **To** field, type a user name, then press Enter.

or

To select a user name from a list, click **Address** on the toolbar, double-click the user, then click **OK**.

4 Type any additional comments to the recipient.

5 Click **Send** on the toolbar.

4.5.5 Changing Calendar Item Types

You can drag an item from one folder to another to change the item type of that object. For example, drag a task to the Appointments List to change it to an appointment.

- "Changing the Type of an Item in Your Calendar" on page 134
- "Changing a Personal Item to a Group Item" on page 135

Changing the Type of an Item in Your Calendar

1. Click **Calendar** in the Folder List.
2. Click the item you want to change in the Appointments, Tasks, or Reminder Notes List.
3. Drag the item to the list that corresponds to the type of item you want to change it to.

   For example, drag a task to the Appointments List to change it to an appointment.

   To copy an appointment, task, or reminder note, press Ctrl while you drag the item.
4. Type any necessary information.
5. Click **Send** or **Post** on the toolbar.

TIP: You can also right-click the item to change, then click **Change to**.

Changing a Personal Item to a Group Item

To change a personal item on your calendar:

1. In your Calendar, double-click a personal item.
2. Click **Edit** > **Change To**, then click **More**.

   or

   Click the **Change to Group** icon .
3. Type any necessary information.
4. Click **Send** on the toolbar.

TIP: In an item Compose view, click the **Change to Personal** button to quickly change an item from group to personal.

4.5.6 Saving Calendar Items

Saved items remain in your Calendar as well as being copied to the location you specify. Items are saved with a `.rtf` extension so that they can also be opened in a word processor. Attachments are saved in their original format.

1. In your Mailbox or Calendar, click the item you want to save, then click **File** > **Save As**.
2. Ctrl+click the item and attachments you want to save.
3. Select to save the item to disk or to a GroupWise library.
4. Type a file name for the item in the **Filename** field.

   or

Type a subject name in the **Subject** field.

5 To save the item in a different location than is currently shown, browse to the desired location.

or

To save the item in a different GroupWise Library, click the drop-down list, then select a library name.

6 If you are saving to a GroupWise Library, ensure that **Set properties using default values** is selected unless you want to specify document properties at this time.

7 Click **Save**, then click **Close**.

4.6 Setting Calendar Alarms

GroupWise can sound an alarm to remind you of an upcoming appointment. In addition, you can choose to open a file or to run a program when the alarm goes off. For example, you can set an appointment to back up your files when you aren't at work and your computer is on.

- Section 4.6.1, "Setting the Default Alarm," on page 136
- Section 4.6.2, "Setting an Alarm on a Calendar Item," on page 136

4.6.1 Setting the Default Alarm

In Calendar Options, you can specify a default that automatically sets an alarm each time you accept an appointment.

1. Click **Tools** > **Options**.
2. Double-click **Calendar**, then click the **General** tab.
3. Select **Appointments** and/or **All-Day-Events** in the **Accept Options** box.
4. Set the amount of time before the appointment and/or All-Day-Event the alarm should notify you. The default is 5 minutes for appointments and 12 hours for All-Day-Events.
5. Click **OK**.

4.6.2 Setting an Alarm on a Calendar Item

Notify must be running in order for an alarm to sound. See Section 8.2.1, "Starting Notify When GroupWise Starts," on page 212 for more information.

1. In your Mailbox or Calendar, click an appointment.
2. Click **Actions** > **Alarm**.
3. Specify the amount of time before the appointment that you want the alarm to sound.
4. Click **Set**.

If **Alarm** is dimmed, ensure that the appointment time hasn't already passed.

To remove an alarm that has been set for an appointment:

1. Click the appointment.
2. Click **Actions** > **Alarm**.
3. Click **Clear**.

4.7 Sharing a Personal Calendar

A shared calendar is like any other calendar, except other people have access to it and it also appears in their calendar lists. You can share existing personal calendars in your calendar list. You choose whom to share the calendar with, and what rights to grant each user. Then, users can post calendar entries to the shared calendar. You can't share your main calendar.

In Remote and Caching modes, changes in a shared calendar are updated whenever you connect to the master GroupWise system.

- Section 4.7.1, "Sharing an Existing Personal Calendar with Other Users," on page 136
- Section 4.7.2, "Posting a Calendar Entry to a Shared Calendar," on page 137

4.7.1 Sharing an Existing Personal Calendar with Other Users

1. In the Folder List, right-click the personal calendar you want to share, then click **Sharing**.
2. Click **Shared with**.
3. In the **Name** field, start typing the name of a user, or click the **Address Book** button to select the user from the **Address Selector** dialog box.
4. When the user's name appears in the field, click **Add User** to move the user into the **Share list**.
5. Click the user's name in the **Share list**.
6. Select the access options you want for the user.
7. Repeat Step 3 through Step 6 for each user you want to share the calendar with.
8. Click **OK**.

If you want the calendar to have a specific function, you can create a new display setting. Right-click the calendar, click **Properties**, then click **Display**.

4.7.2 Posting a Calendar Entry to a Shared Calendar

1. In the shared calendar, open a view with an Appointments List, click a date, then double-click a time in the Appointments List.
2. (Optional) Type a subject and a place if necessary.
3. Specify the start date.

   or

   Click to specify a date or auto-date for your appointment. To create a recurring appointment, see Section 4.4.4, "Scheduling Recurring Items," on page 130.

   or

   Select **All Day Event** for an all day event.
4. Specify a start time and duration. Duration can be in minutes, hours, or days.
5. Specify how you want the appointment to appear. Appointments can appear as Free, Tentative, Busy, or Out of Office.
6. (Optional) Type a message.

   You can specify many options, such as making the appointment a high priority, requesting a reply from recipients, and more, by clicking the **Send Options** tab.

7 (Optional) To specify a Show Appointment As type, click **Actions** > **Show Appointment As**, then click a type.

8 Click **Post** on the toolbar.

4.8 Subscribing to an Internet Calendar

Users from other email systems often post their calendars to the Internet for others to utilize, such as when sporting teams post their game schedules online for people to download or subscribe to. Similarly, you can find a list of holidays posted as an Internet calendar.

When you subscribe to an Internet calendar, a new personal calendar is created in your Folder List. You can then specify how often you want GroupWise to update the Internet calendar's contents.

- Section 4.8.1, "Manually Subscribing to an Internet Calendar," on page 138
- Section 4.8.2, "Subscribing to an Internet Calendar from a Link," on page 138
- Section 4.8.3, "Editing a Subscribed Internet Calendar," on page 138
- Section 4.8.4, "Deleting a Subscribed Internet Calendar," on page 138

4.8.1 Manually Subscribing to an Internet Calendar

1 In the Folder List, right-click the main GroupWise calendar, then click **Subscribe**.

2 In the **Location** field, type the URL of the Internet calendar you are subscribing to.

3 In the **Folder Name** field, type the folder name for the new Internet calendar.

4 In the **Update Frequency** drop-down list, select how often you want the calendar contents to be updated.

5 Click **Subscribe**.

4.8.2 Subscribing to an Internet Calendar from a Link

1 From either an email message or a website, click the Internet calendar link. The Subscribe to Calendar window is displayed.

2 For most Internet calendars, the **Location** and **Folder Name** fields are prepopulated.

If the **Folder Name** field is not prepopulated, type the name of the folder.

3 In the **Update Frequency** drop-down list, select how often you want the calendar contents to be updated.

4 Click **Subscribe**.

4.8.3 Editing a Subscribed Internet Calendar

After you have subscribed to an Internet calendar, you can change the location of the Internet calendar, the update frequency, and force an update.

1 In the Folder List, right-click the subscribed calendar, then click **Subscribe**.

2 (Optional) In the **Location** field, type the new URL for the Internet calendar.

3 (Optional) In the **Update Frequency** drop-down list, select the update frequency.

4 (Optional) Click **Refresh** to force the Internet calendar to reload.

5 Click **OK**.

4.8.4 Deleting a Subscribed Internet Calendar

1 In the Folder List, right-click the subscribed calendar, then click **Delete**.

2 Click **Yes** to confirm the deletion of the subscribed calendar.

4.9 Publishing Personal Calendars on the Internet

If you select to publish a personal calendar to the Internet, that calendar can then be viewed by anyone on the Internet. When you publish your personal calendar, it is published to your system's Calendar Publishing Host. For additional information about your Calendar Publishing Host, see your GroupWise administrator.

The ability to publish your personal calendars can be enabled and disabled by your GroupWise administrator. If your GroupWise administrator has disabled the ability to publish personal calendars, this option is not displayed in the GroupWise client.

- Section 4.9.1, "Publishing Restrictions," on page 139
- Section 4.9.2, "Publishing a Personal Calendar," on page 139
- Section 4.9.3, "Modifying a Published Calendar's Settings," on page 140
- Section 4.9.4, "Displaying and Hiding Published Calendars," on page 140
- Section 4.9.5, "Unpublishing a Calendar," on page 140

4.9.1 Publishing Restrictions

You cannot publish a calendar under the following circumstances:

- You cannot publish a calendar that was created using the New Proxy Calendar option, but you can publish another user's calendar if you access their GroupWise account using the Proxy function. A calendar that was published when you are proxied into another user's account will be published under that user's account.
- Shared calendars can be published only by the owner of the calendar; if you are not the owner of the calendar, you cannot publish it.

4.9.2 Publishing a Personal Calendar

You can publish any calendar, including your main GroupWise calendar.

Items within sub-calendars are included in the main calendar publishing if either of the following criteria is met:

- The sub-calendar is published in addition to the main calendar being published, and the sub-calendar is checked, as described in Section 4.9.4, "Displaying and Hiding Published Calendars," on page 140.
- Items in a non-published sub-calendar are linked with items in the main calendar.

Categories assigned with a published calendar are not displayed on the web.

1 In the Calendar Folder List, right-click the calendar you want to publish, then click **Publish**.

2 Select **Publish this calendar**.

3 Select one of the following options for the time period:

   - **Entire calendar:** Publishes the 7 previous days through the next 365 days of your calendar.

- **Previous:** Publishes a range of days that you select. By default, publishes 7 previous days through the next 30 days of your calendar.

4 (Optional) Select **Include private items**, if desired.

   If this option is not selected, items that are marked Private are never displayed, even if the items are in sub-calendars where this option is selected.

5 To send someone a link to your published calendar:

   5a Click **Send Publish Location**. A new email message opens with a link.

   5b Select who you want to send the message to, then click **Send**.

6 Click **OK**.

4.9.3 Modifying a Published Calendar's Settings

1 In the Folder List, right-click the published calendar, then click **Publish**.

2 Modify any publish options.

3 For more information see Step 3 through Step 5 of Section 4.9.2, "Publishing a Personal Calendar," on page 139.

4 Click **OK**.

4.9.4 Displaying and Hiding Published Calendars

After your main calendar is published, you can show or hide sub-calendars that have also been published. For information on how to publish a calendar, see Section 4.9.2, "Publishing a Personal Calendar," on page 139.

1 In the Folder List, select or deselect the check box next to the calendar that you want to include in the main calendar publishing.

4.9.5 Unpublishing a Calendar

When you unpublish a calendar, it no longer displays in the list of published calendars on the Calendar Publishing Host. If anyone has subscribed to your calendar, they no longer receive updates to your calendar and they might receive an error message.

1 In the Folder List, right-click the published calendar, then click **Publish**.

2 Deselect **Publish this calendar**, then click **OK**.

4.10 Sharing Your Free/Busy Schedule on the Internet

Free/busy information in GroupWise can be published to allow access for other users. The free/busy information can be accessed by other GroupWise users or any other users who can accept a `.ifb` file type.

- Section 4.10.1, "Publishing Your Free/Busy Schedule," on page 140
- Section 4.10.2, "Sending Free/Busy Information," on page 141
- Section 4.10.3, "Using Free/Busy Information," on page 141

4.10.1 Publishing Your Free/Busy Schedule

To make your free/busy information available to Internet users:

1 In the Main Window, click **Tools > Options**.
2 Click **Calendar > Busy Search**.
3 Select **Publish my free/busy information.**
4 Click **OK**.

4.10.2 Sending Free/Busy Information

To notify Internet users about your free/busy information:

1 In the Main Window, click **Tools > Options**.
2 Click **Calendar > Busy Search**.
3 Click **Send Free/Busy Publish Location**.

   This creates an email with your free/busy location.
4 Address the email, then click **Send**.

4.10.3 Using Free/Busy Information

In GroupWise, you can use Busy Search to check other users' Calendars for available times. If you receive an .ifb file from a non-GroupWise user, you can associate that free/busy information with the user's contact information. Then Busy Search can identify available times for that user.

1 In your Mailbox, open the email containing the free/busy location.
2 Block and copy the free/busy location.
3 Display the contact information for the sender, as described in "Modifying a Contact" on page 170.

   or

   Add the user as a GroupWise contact, as described in "Adding a Contact" on page 168.
4 In the contact information, click the **Details** tab.
5 Paste the location into the **Free/Busy** field.
6 Click **Save**, then click **Close**.

4.11 Using the Multi-User Calendar

The Multi-User Calendar allows you to see a combined schedule for users and resources in a graphical day, week, month, year, or multi-user column view (the Multi-User Columns view is a day view that displays the schedule for each user in his or her own column). You can easily select and

deselect users and resources so that their appointments are displayed or not displayed in the combined view. For example, you can use a Multi-User Calendar to see your colleagues' schedules or to check the availability of your company's conference rooms at a certain time.

In versions of GroupWise prior to GroupWise 18, the Multi-User Calendar allows you to see only the Multi-User Columns view (the view that displays the day schedule for each user in his or her own column). Likewise, if you create a Multi-User Calendar in a previous version of GroupWise and then upgrade to GroupWise 18, you are able to see the Multi-User Calendar only in the Day view. You must create a new Multi-User Calendar in order to see the calendar in multiple views.

IMPORTANT: You must have the appropriate Proxy rights for each user or resource in order to include them in a Multi-User Calendar. (See Chapter 10, "Mailbox/Calendar Access for Proxy Users," on page 225.) For example, if you do not have Read rights for appointments, you cannot see another person's schedule in the Multi-User Calendar.

- Section 4.11.1, "Setting Up a Calendar to View Multiple Users or Resources," on page 142
- Section 4.11.2, "Setting Up Additional Calendars to View Multiple Users and Resources," on page 143
- Section 4.11.3, "Configuring Which Users Are Displayed in the Multi-User Calendar," on page 143
- Section 4.11.4, "Creating an Appointment for Users in the Multi-User Calendar," on page 144
- Section 4.11.5, "Creating a Multi-User Columns Calendar View," on page 145

4.11.1 Setting Up a Calendar to View Multiple Users or Resources

To set up a Multi-User Calendar where you can simultaneously view the calendars of multiple users and resources:

1. Click **Calendar** in the Nav Bar, then click the **Multi-User Columns** view button on the Calendar toolbar.

   If this is the first time you have used the Multi-User Columns view on this calendar, the Multi-User List dialog box is displayed.

2. (Optional) If this is not the first time you have used the Multi-User Columns view on this calendar and you want to modify which user calendars are being displayed, click the drop-down arrow next to **Multi-User Columns**, then click **Add or Remove Users**.

3. In the Multi-User List dialog box, in the **Choose Users** section, specify users in the **User Name** field, then in the **User List** section select the check boxes by the names of the users whose calendars you want to view, then click **OK**.

4. View users' schedules in a day, week, month, year, or multi-user column view by clicking the appropriate view in the Calendar toolbar.

   If calendar items are not appearing for a particular user, ensure that the check box is selected next to the user's name in the Folder List.

5. (Conditional) To assign colors to more than six users or resources, click the presence icon next to their name in the Folder List.

   Appointments for users and resources are displayed in separate columns in the Multi-User Columns view. However, the appointments are combined into a single column in the Month, Week, and Day views, so assigning a color to each user or resource is essential to differentiating their appointments in these views.

You can modify the Multi-User List associated with this Multi-User Calendar, as described in "Modifying the Multi-User List" on page 143. You can also create additional Multi-User Calendars, as described in Section 4.11.2, "Setting Up Additional Calendars to View Multiple Users and Resources," on page 143.

4.11.2 Setting Up Additional Calendars to View Multiple Users and Resources

After you have set up an initial Multi-User Calendar, as described in Section 4.11.1, "Setting Up a Calendar to View Multiple Users or Resources," on page 142, you might want to set up additional Multi-User Calendars.

1. In the Folder List, select the calendar that you want to set up as a Multi-User Calendar.
2. Select **Multi-User Columns** in the Calendar toolbar.
3. Modify the Multi-User List for this calendar, as described in "Modifying the Multi-User List" on page 143.

4.11.3 Configuring Which Users Are Displayed in the Multi-User Calendar

When you create a Multi-User Calendar, as described in Section 4.11.1, "Setting Up a Calendar to View Multiple Users or Resources," on page 142, you specify which users and resources to include in the calendar.

To add more users and resources, or to remove them from being displayed in the calendar, you can modify the Multi-User List. You can also simply hide users or resources by selecting or deselecting them in the Folder List.

- "Modifying the Multi-User List" on page 143
- "Selecting or Deselecting Users and Resources" on page 144

Modifying the Multi-User List

The Multi-User List determines which users and resources are displayed in the Multi-User Calendar. You must have the appropriate Proxy rights to add users and resources to a Multi-User List and to view their calendars in a Multi-User Calendar. See Chapter 10, "Mailbox/Calendar Access for Proxy Users," on page 225.

1. Click **Calendar** in the Nav Bar, then click on the Calendar toolbar.

   (If you have created additional Multi-User Columns views, the button might look like .)
2. Click the arrow to the right of , then click **Add or Remove Users**.
3. To add a user or resource, click **Add User**, double-click a name, then click **OK**.
4. To delete a user or resource, click the name, then click **Remove User**.

   or

   To delete all the names in the list, click **Edit**, then click **Remove All**.
5. To change the order of the names in the list, click a name, then click the up-arrow or down-arrow button.

The order of names determines the order in which the calendars display in the Multi-User Columns view.

6 To remove a user or resource calendar from the Multi-User Calendar without deleting the name from the list, deselect the check box next to the name.

7 To insert all the names in your Proxy List, click **Edit**, then click **Insert Proxy List**.

8 To reset the list, click **Edit > Remove All > Edit**, then click **Insert Last List**.

9 Click **OK** to save and exit the dialog box.

or

Click **Apply** to save without exiting.

Selecting or Deselecting Users and Resources

GroupWise 18 enables you to easily select and deselect users and resources so that their appointments are displayed or not displayed in the Multi-User Calendar.

1 In the Folder List, select the check box next to the users and resources whose appointments you want to display in the Multi-User Calendar.

Deselect the check box next to the users and resources whose appointments you want to hide from the Multi-User Calendar.

For information on how to modify which users are associated to the Multi-User Calendar, see "Modifying the Multi-User List" on page 143.

4.11.4 Creating an Appointment for Users in the Multi-User Calendar

You can quickly create an appointment that includes all users whose calendars are currently being displayed in the Multi-User Calendar.

- "Creating an Appointment in the Day, Week, Month, or Year View" on page 144
- "Creating an Appointment in the Multi-User Columns View" on page 144

Creating an Appointment in the Day, Week, Month, or Year View

1 Click either the **Day**, **Week**, **Month**, or **Year** view in the Calendar toolbar.

2 Right-click in the day or time when you want to schedule the appointment, then click **New** > **Appointment**.

The **To** field is populated with all users whose calendars are currently being displayed in the Multi-User Calendar.

3 Finish creating the appointment, then click **Send**.

Creating an Appointment in the Multi-User Columns View

1 Click the **Multi-User Columns** view in the Calendar toolbar.

2 Click the time that you want to schedule the appointment, then drag the cursor to highlight the appointment duration. Drag the cursor to also include the users you want to schedule for the appointment.

3 Right-click the selected time, then click **New** > **Appointment**.
4 Finish creating the appointment, then click **Send**.

4.11.5 Creating a Multi-User Columns Calendar View

If you delete the Multi-User Columns view, you can create a new one:

1 Click **Calendar** in the Nav Bar.
2 Right-click the Calendar toolbar, then click **Properties**.
3 Click **New**, then specify a name for the Multi-User Columns view, such as `Multi-User Columns`.
4 Click **Multi-User (Columns)** in the **View** drop-down list, then click **OK** twice.
  The Multi-User List dialog box displays.
5 If a user or resource you want in the Multi-User Columns view is not listed, specify the user in the **User Name** field, then click **Add User**.
6 Double-click a user or resource, click **OK**, then repeat for each user you want to add.
7 Select the check boxes of the users whose calendars you want to display, then click **OK**.

4.12 Displaying Another User's Calendar in Your Own Calendar

If you have proxy rights to another user's Calendar, you can display that user's Calendar in your own Calendar without proxying into the other user's mailbox.

1 Right-click your Calendar, then click **New Proxy Calendar.**
2 Select the user from the proxy list, then click **OK**.

The proxy user's Calendar is added as a subcalendar in your own Calendar.

4.13 Printing a Calendar

Use Print Calendar to print appointments, tasks, and reminder notes in different formats and on various page sizes. You can also print the Calendar in different page layouts, including Daily Appointments, Daily Text Calendar, Day Organizer, Day Trifold, Expanded Day Calendar, and Franklin Day Calendar. When you print the Calendar on a color printer, the Calendar prints in full color. This shows which appointments belong to which calendar, and which appointments have categories.

- Section 4.13.1, "Printing Your Main Calendar," on page 145
- Section 4.13.2, "Printing a Specific Calendar," on page 146
- Section 4.13.3, "Printing the Calendars of Multiple Users," on page 146

4.13.1 Printing Your Main Calendar

1 Click **File** > **Print** > **Print Calendar**.
2 Click a calendar format in the **Format** group box.
3 Click a paper size in the **Form size** group box.
4 Click a calendar view under **Available forms**.

5 Click **Portrait** or **Landscape**.
6 Click the **Content** tab, type a starting date, then read and select other options.
7 (Optional) Modify the font by clicking the **Font** button and selecting your desired font type, style, and size.
8 Click the **Options** tab, then read and select other options.
9 Click the **Preview** button to see how the page layout looks with the selected options. If necessary, change the options.
10 Click **Print**.

If you have created personal calendars, personal items are included with the main Calendar items by default.

4.13.2 Printing a Specific Calendar

1. In the Folder List, select the calendar to print.
2. Click **File > Print > Print Calendar**.
3. Select calendar print options as desired.
4. On the **Options** tab, select **Selected folder** in the **Print items** box.
5. Click the **Preview** button to see how the page layout looks with the selected options. If necessary, change the options.
6. Click **Print**.

4.13.3 Printing the Calendars of Multiple Users

1. Ensure that you have Proxy Read rights to the Mailboxes of all the users whose schedules you want to print.
2. Click **File** > **Proxy** to ensure that all users whose schedules you want to print appear in your Proxy List. If they do not appear, add them.
3. Click **File** > **Print Calendar**.
4. Click Multi-User in the **Format** group box, click **Setup**, then select the users whose schedules you want to print.
5. Specify the maximum number of proxy schedules to print per page in **Proxies Per Page**.

   For example, if you are going to print the schedules of nine users, but only want three schedules per page, you would specify 3.
6. Click **OK**.
7. Click a calendar view under **Available** Forms.
8. Click a paper size in the **Form Size** group box.
9. Click **Portrait** or **Landscape**.
10. Click the **Content** tab, then read and select other options.
11. Click the **Options** tab, then read and select other options.
12. Click the **Preview** button to see how the multi-user page layout looks with the selected options.
13. Click **Print**.

4.14 Junking Calendar Items from Unknown Senders

You can configure GroupWise to automatically send calendar items from senders who are not in your personal address books (including Frequent Contacts) to your Junk Mail folder.

1. Click **Tools > Junk Mail Handling**.
2. Click **Enable Junk Calendaring using personal address books**.
3. Click **OK**.

5 Tasks and the Tasklist

A task is an item to be completed by a specified date and time. When you assign a task to a user, the user can accept or decline the task, but until it is declined or completed, the task appears in the user's Tasklist and on the user's Calendar each day.

The Tasklist folder contains any tasks that you post or accept, as well as any other item you place in it as a reminder that the item needs to be acted upon.

- Section 5.1, "Understanding Tasks," on page 149
- Section 5.2, "Understanding Quick Tasks/Follow-up Flags," on page 149
- Section 5.3, "Understanding the Tasklist Folder," on page 150
- Section 5.4, "Using Tasks," on page 151
- Section 5.5, "Using Quick Tasks/Follow-up Flags," on page 153
- Section 5.6, "Using the Tasklist Folder," on page 154

5.1 Understanding Tasks

A task is an item that has a due date and requires a specific action. You can post a task for yourself or accept a task from another person.

After it is accepted, a task appears on the Calendar on its start date and carries over to each succeeding day. When the due date is past, the task displays in red on the Calendar.

After you finish a task, you can mark it as complete. When you mark a task as complete, it no longer carries over to the next day on your Calendar.

As the originator of an assigned task, you can have GroupWise send you notification when the task is marked as complete. (You must have Notify running to receive notification.) A Completed status, including the date and time the task was marked as complete, is placed in the Properties window for the task.

5.2 Understanding Quick Tasks/Follow-up Flags

In the GroupWise client, a quick task/follow-up flag option is available to the left of an item icon. This allows you to click the flag icon and "flag" an item to signify that you want to follow-up on it. This option is not available for discussion threads, proposed appointment lists, or the summary calendar. When the item is flagged, it also appears in the Tasklist folder. When you click the flag icon, it cycles through the following states:

- Flagged
- Completed
- Unflag

If you are running GroupWise Mobility Service 2.1 or later, and your mobile device supports flagging, the flag state will sync to your device. Because some mobile devices only support the **flagged** and **unflagged** states, when an item is marked as completed on these devices, it shows as if the flag is cleared; however, it shows as **completed** in the GroupWise client and other devices that support all three flag states.

In the GroupWise client, you can use Ctrl+t to toggle between the three flagged states. If you right click the flag, you can perform the following actions:

- Assign a due date to the item (Section 5.5.1, “Setting a Due Date,” on page 153)
- Set a completion percentage for the task (Section 5.5.2, “Changing the Completion Percentage,” on page 153)
- Set an alarm notification (Section 5.5.3, “Configure/Set Alarm,” on page 153)
- Set multiple options at once (Section 5.5.4, “Quick Tasklist Options,” on page 154)
- Remove the flag from the item (Section 5.5.5, “Removing an Item from the Tasklist,” on page 154)
- Change the folder view (Section 5.5.6, “View as Tasklist/View Details,” on page 154)

5.3 Understanding the Tasklist Folder

The Tasklist folder is a system folder that is used to keep track of GroupWise tasks and other items that require action. Think of it as a master list of all your tasks.

When you post or accept a task, it automatically appears in the Tasklist folder. In addition, any item type (mail, appointment, task, reminder note, phone message) can be placed in the Tasklist folder. For example, you can place an email in the Tasklist folder to remind yourself that you need to act on it.

Items in the Tasklist folder do not always appear on the Calendar. Only items with a due date appear on the Calendar. If you want an item in the Tasklist folder to appear on your Calendar, you must assign that item a due date, as explained in Section 5.6.4, “Assigning a Due Date and Time to a Tasklist Item,” on page 158.

After you have placed an item in the Tasklist folder, you can do the following:

- Change its position in the Tasklist (“Reordering the Tasklist Folder” on page 157)
- Assign a due date (Section 5.6.4, “Assigning a Due Date and Time to a Tasklist Item,” on page 158)
- Track its progress by specifying the percent completed (“Specifying a Completion Percentage” on page 158)
- Mark it as completed (Section 5.4.2, “Tracking Task Completion,” on page 152)

IMPORTANT: If you or your GroupWise administrator has set up auto-archiving of items in your Mailbox, Tasklist items are also archived based on the original date you received the item, rather than on the due date.

5.4 Using Tasks

A task is an item to be completed by a specified date and time. When you assign a task to a user, the user can accept or decline the task. Until the task is declined or completed, it appears in the user's Tasklist folder and on the user's Calendar each day.

- Section 5.4.1, "Assigning a Task," on page 151
- Section 5.4.2, "Tracking Task Completion," on page 152

5.4.1 Assigning a Task

When you create a task, you can assign it to yourself (a personal task) or assign it to multiple people.

- "Assigning a Task to Other Users" on page 151
- "Assigning a Task to Yourself" on page 151
- "Assigning a Recurring Task" on page 152

Assigning a Task to Other Users

1. Click **File** > **New** > **Task**.
2. In the **To** field, type a user name, then press Enter. Repeat for additional users. If necessary, click **+Cc** or **+Bc** to add the desired field, then type user names in the **CC** and **BC** fields.

   or

   To select user names from a list, click **Address**, double-click each user, then click **OK**.
3. Type the date you want the task to begin and the date and time you want the task to be completed. You can type the same date in both fields.
4. Type the subject.
5. (Optional) Type a priority for the task.

   The task priority can consist of a character followed by a number, such as A1, C2, B, or 3.
6. Type a description of the task.
7. (Optional) Click the **Send Options** tab to specify other options, such as making this task a high priority, requesting a reply from recipients, and more.
8. Click **Send** on the toolbar.

Assigning a Task to Yourself

1. In your Calendar, open a view with a Tasks List (for example, the Day view), click a date, then double-click an empty space in the Tasks List.
2. Type a subject.
3. Type a priority for the task.

   The task priority can consist of a character followed by a number, such as A1, C1, B, or 3. Task priorities are optional.
4. Type the date you want the task to begin and the date and time you want the task to be completed. You can type the same date in both boxes.
5. Type a message.

6 (Optional) Click the **Send Options** tab to specify other options, such as making this task a high priority.
7 Click **Post** on the toolbar.

Personal tasks are placed in your Calendar and in your Tasklist folder. They are not placed in your Mailbox, or in any other user's Mailbox.

TIP: You can also create a Tasklist that is not associated with your Calendar. In this type of list, any item type (mail, appointment, task, reminder note, phone message) can be used. For more information, see "Using the Tasklist Folder" on page 154.

Assigning a Recurring Task

For information on how to create a recurring task, see Section 4.4.4, "Scheduling Recurring Items," on page 130.

5.4.2 Tracking Task Completion

When you finish a task, you can mark it as complete. Tasks you mark as complete are not carried over to the next day on your Calendar. Completed tasks are distinguished by a check mark in your Calendar. Overdue tasks display in red.

If you mark a task as complete and then realize you left some part of it incomplete, you can unmark it. Unmarked tasks display on the current day in your Calendar.

When you mark a task as complete, GroupWise sends a notification to the originator of the task if he or she selected return notification in Send Options. A Completed status, including the date and time the task was marked as complete, is placed in the originator's Properties window.

- "Marking an Item as Complete" on page 152
- "Checking the Completion Status of a Task You Sent" on page 152

Marking an Item as Complete

1 Click the **Calendar** icon on the Nav Bar.

Tasks can also be marked as completed in the Tasklist folder.

2 With the task pane displayed, select the check box next to the task.

To unmark a task that has been marked as completed, deselect the marked check box next to the task.

Checking the Completion Status of a Task You Sent

1 Click the **Sent Items** folder in the Nav Bar.

If you also assigned the task to yourself, you can find it in the Calendar or in the Tasklist folder.

2 Open the task you want to check.
3 Click the **Properties** tab.

5.5 Using Quick Tasks/Follow-up Flags

- Section 5.5.1, "Setting a Due Date," on page 153
- Section 5.5.2, "Changing the Completion Percentage," on page 153
- Section 5.5.3, "Configure/Set Alarm," on page 153
- Section 5.5.4, "Quick Tasklist Options," on page 154
- Section 5.5.5, "Removing an Item from the Tasklist," on page 154
- Section 5.5.6, "View as Tasklist/View Details," on page 154

5.5.1 Setting a Due Date

If a due date is set on a flagged item, it will show up in the calendar tasks summary view.

1 Right-click the flag icon.

2 Select one of the following options for the date that you want the item to be completed:

- **Due Today**
- **Due Tomorrow**
- **Due This Week:** Sets the item to be due at the end of the work week.
- **Due Next Week:** Sets the item to be due at the end of the next work week.
- **No Due Date:** Only available if a due date is set. Lets you remove the due date.

5.5.2 Changing the Completion Percentage

You can track how much of the task you have completed using the completion percentage.

1 Right-click the flag icon.

2 Select a completion percentage:

- 25% complete
- 50% complete
- 75% complete
- Complete (100%)

5.5.3 Configure/Set Alarm

The alarm will notify you about the item being due.

1 Right-click the flag icon.

2 Select **Alarm...**

3 Set a date and time for the alarm.

4 Click **Ok**.

5.5.4 Quick Tasklist Options

The **Quick Tasklist Options** let you configure a due date, completion percentage, and alarm.

1. Right-click the flag icon.
2. Select **Quick Tasklist Options...**
3. Set the due date, completion percentage, and alarm as desired.
4. Click **Ok**.

5.5.5 Removing an Item from the Tasklist

The option to remove the item from the Tasklist is only available if the item is flagged.

1. Right-click the flag icon.
2. Select **Remove from Tasklist**.

5.5.6 View as Tasklist/View Details

You can configure the folder view to see a Tasklist view or a Details view.

1. Right-click the flag icon.
2. If you are viewing the folder in the Details view, select **View as Tasklist**.

   or

   If you are viewing the folder in the Tasklist view, select **View Details**.

5.6 Using the Tasklist Folder

The Tasklist folder is a system folder used to keep track of GroupWise tasks and other items that require action. Any item type (mail, appointment, task, reminder note, phone message) can be placed in the Tasklist folder.

- Section 5.6.1, “Adding an Item to the Tasklist Folder,” on page 154
- Section 5.6.2, “Creating a Tasklist in a Folder Other Than the Tasklist Folder,” on page 156
- Section 5.6.3, “Organizing the Tasklist Folder,” on page 157
- Section 5.6.4, “Assigning a Due Date and Time to a Tasklist Item,” on page 158
- Section 5.6.5, “Tracking Status in the Tasklist Folder,” on page 158
- Section 5.6.6, “Printing the Contents of Your Tasklist Folder,” on page 159

5.6.1 Adding an Item to the Tasklist Folder

- “Configuring New Tasklist Items” on page 155
- “Moving an Item from Another Folder to the Tasklist Folder” on page 155
- “Creating a Task or Tasklist Item in the Tasklist Folder” on page 155
- “Marking an Item to Display in the Tasklist Folder” on page 156

Configuring New Tasklist Items

You can configure the type of item that is automatically created when you create a new item in the Tasklist.

1. Click **Tools** > **Options**, then double-click **Environment**.
2. Click the **Default Actions** tab.
3. Under **New tasklist item**, select whether you want new items to be created as discussion/notes or tasks.
4. Click **OK**.

Moving an Item from Another Folder to the Tasklist Folder

A common way to place items in the Tasklist folder is to move those items from other folders. For example, you might receive an appointment for a meeting where you are expected to give a brief presentation. You can drag that appointment to your Tasklist folder as a reminder that you have a presentation coming up.

1. Open the folder containing the item you want to make into a task, then select that item.
2. Drag the selected item to the Tasklist folder in the Full Folder List.

   To access the Full Folder List, click the folder list drop-down arrow (above the Folder List, to the right of Online or Caching), then click **Full**.

   You can move items to the Tasklist folder from a shared folder only if you are the owner of the shared folder.
3. Open the newly moved item.

   Tasklist options appear at the top of the item view. You can also assign an order number, or move the task to the top or bottom of the list.
4. Add a due date.
5. Click **Close**.

In the Tasklist folder, the items display with a check box next to them. When you complete an item in the Tasklist, you can mark it completed by selecting the check box.

Creating a Task or Tasklist Item in the Tasklist Folder

The Tasklist is useful for keeping track of tasks and reminders.

1. Open the Tasklist folder.
2. (Optional) Select the position where you want to create the new task in the list.

   If no items exist in the Taskbar, or if you don't want to create the task in a specific position on the list, continue with Step 3.

   or

   Click the position in the Tasklist where you want to add a new item. For example, if you want the new item to appear after the third Tasklist item, click the existing third item, then continue with Step 3.
3. Click **New Task** to create a new task that you want to assign to other people.

   or

   To create a personal task that you are not sending to other GroupWise users, click the down-arrow next to **New Task**, and select **Personal Task**.

or

To create a new Tasklist item, click the Tasklist folder, right-click in the Tasklist, then click **New > Tasklist Item**.

4 (Optional) If you are creating a new task (not a personal task or Tasklist item), add the names of the recipients who will receive the task.
5 Specify the start and due dates.
6 Type a subject, then type the description of the task.
7 Click **Send**.

or

If you are creating a personal task or a Tasklist item, click **Post**.

Marking an Item to Display in the Tasklist Folder

Use this action to mark an item in another folder so that it displays in the Tasklist folder.

1 Select one or more items, then right-click the selected items.
2 Click **Show in Tasklist**.

The item or items stay in the original folder, but they also display in the Tasklist folder. From the Tasklist folder, you can arrange the items in the order you want, assign due dates, mark them as completed, and so forth. If there is a Tasklist in the original folder, the items also appear there.

You can mark these items completed in either the original folder or the Tasklist folder.

NOTE: You can only mark items to display in the Tasklist folder from a shared folder if you are the owner of the shared folder.

5.6.2 Creating a Tasklist in a Folder Other Than the Tasklist Folder

You can create a Tasklist area in another folder and drag items to that area. After items are in a Tasklist area of any folder, they also display in the master Tasklist folder, even though they are still located in the original folder.

1 Click a folder.
2 Click **View** > **Display Settings** > **As Tasklist**.

The top of the item list for this folder now displays **Drag items here to add them to the Tasklist**.

3 Select one or more items and drag them to this area of the item list for this folder.

The items now display with a check box on the left.

4 To rearrange the items, drag them to their new positions.
5 To show only the items that are part of the Tasklist in this folder, click an item in the folder, then click **Actions** > **Tasklist Actions** > **Hide Items Not in Tasklist**.

Repeat this step to show all items in the folder.

Any items you add to the Tasklist area of a folder also display as part of the master Tasklist in the Tasklist folder.

If you perform a sort on this folder, only the non-Tasklist items are sorted.

5.6.3 Organizing the Tasklist Folder

There are several ways to change the order of the items in the Tasklist. You can also use subtasks to help organize your Tasklist folder.

- "Reordering the Tasklist Folder" on page 157
- "Using Subtasks to Organize Your Tasklist Folder" on page 157

Reordering the Tasklist Folder

- "Dragging and Dropping Items to the Position You Want" on page 157
- "Moving Items Up or Down in the Tasklist" on page 157
- "Moving an Item to the Top or Bottom of the Tasklist" on page 157

Dragging and Dropping Items to the Position You Want

1. Click **Tasklist** to open the Tasklist folder.
2. Select the item you want to move to a different place in the Tasklist.
3. Drag the item to the desired location in the Tasklist folder.

   An arrow indicates the position where the item will be placed.

   The item is moved to the specified position in the list.

Moving Items Up or Down in the Tasklist

1. Open the Tasklist folder.
2. Select the item you want to move.
3. (Conditional) To move the item up in the list, click the up-arrow located above the Folder List until the item is in the desired position.
4. (Conditional) To move the item down in the list, click the down-arrow located above the Folder List until the item is in the desired position.

Moving an Item to the Top or Bottom of the Tasklist

1. Open the Tasklist folder.
2. Select the item you want to move.
3. (Conditional) To move the item to the top of the list, click the **Move to top** arrow located above the Folder List.
4. (Conditional) To move the item to the bottom of the list, click the **Move to bottom** arrow located above the Folder List.

Using Subtasks to Organize Your Tasklist Folder

Tasklist items can have subtasks assigned to them. This is helpful when several functions must be completed before a task can be marked as completed. If you mark the top task completed, all the subtasks are marked as completed. Likewise, if all the subtasks are marked as completed, the main task is marked as complete.

- "Creating a Subtask for a Tasklist Item" on page 158
- "Moving an Existing Item to a Subtask" on page 158

Creating a Subtask for a Tasklist Item

1. Click **Tasklist** to open the Tasklist folder.
2. Right-click the tasklist item to create a subtask for, then click **New Subitem**.
3. Type a subject for the new subtask, the press Enter.
4. To add additional information, double-click the newly created subtask.

Moving an Existing Item to a Subtask

1. Click **Tasklist** to open the Tasklist folder.
2. Select the item you want to designate as a subtask.
3. Drag the designated subtask item below the tasklist item that it will belong to.

   An indented arrow indicates the position where the item will be placed. The item is moved to the specified position in the list.
4. (Optional) To move a subtask from beneath a tasklist item, drag and drop the item to the bottom of the tasklist.

5.6.4 Assigning a Due Date and Time to a Tasklist Item

1. Open an item in the Tasklist folder.
2. Click the **Tasklist** tab.
3. Select **Due on**, then select a date and time.

5.6.5 Tracking Status in the Tasklist Folder

You can specify a completion percentage for items in the Tasklist Folder. This percentage helps you track the completion status of your tasks.

- "Specifying a Completion Percentage" on page 158
- "Displaying the Completion Percentage in the Tasklist Folder" on page 158
- "Checking the Completion Status of a Task You Sent" on page 159

Specifying a Completion Percentage

You can track progress toward completion of a task by specifying a completion percentage for any item in the Tasklist folder.

1. In the Tasklist folder, open the item whose completion percentage you want to specify.
2. In the **% Complete** field, specify the completion percentage.

The completion percentage is automatically saved when you close the item.

Displaying the Completion Percentage in the Tasklist Folder

You can show completion percentages in a column in your Tasklist folder. By default, this column is not displayed. To display the **% Complete** column:

1. Open the Tasklist folder.
2. Right-click the column headers in the Tasklist folder, then select **More Columns**.

3 In the **Available Columns** list, click **% Complete**, then click **Add**.
4 Click **Up** or **Down** to move the column to the position you prefer.
5 Click **Smaller** or **Larger** to adjust the column width.
6 Click **OK** when you are finished.

The column now appears in your Tasklist folder.

Checking the Completion Status of a Task You Sent

In the Tasklist folder, you can check the status of any task you send.

NOTE: You can only check the completion status of tasks. You cannot check the status of emails and other item types that you have sent to other people.

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1 Open the Tasklist folder.
2 Open the task you want to check.
3 Click the **Properties** tab.

5.6.6 Printing the Contents of Your Tasklist Folder

1 From the Folder List, select the Tasklist folder.
2 Click **File** > **Print Calendar**.
3 In the **Format** group box, select **List**.
4 In the **Available forms** group box, select **Task List**.
5 Click the **Content** tab, then select any information you want to include or exclude.
6 Click the **Options** tab, then select **Selected folder**.
7 (Optional) Click **Preview** to see how it will appear on the printout.
8 Click **Print**.

6 Contacts and Address Books

Use an address book like a contact management tool, phone directory, and information center for your addressing needs.

Address books are databases that store names and addresses, email addresses, phone numbers, and much more. Contacts folders can display address book information in convenient address card format or as a list. Entries in an address book can be a contact, group, resource, or organization.

- Section 6.1, “Understanding Address Books,” on page 161
- Section 6.2, “Understanding Contacts Folders,” on page 163
- Section 6.3, “Addressing Items,” on page 163
- Section 6.4, “Using Contacts Folders,” on page 167
- Section 6.5, “Working with Address Books,” on page 178
- Section 6.6, “Changing Your System Address Book Picture,” on page 193
- Section 6.7, “Printing Labels and Lists from the Address Book,” on page 193

6.1 Understanding Address Books

GroupWise uses the following types of address books:

- Section 6.1.1, “GroupWise Address Book,” on page 161
- Section 6.1.2, “Frequent Contacts Address Book,” on page 162
- Section 6.1.3, “Personal Address Books,” on page 162
- Section 6.1.4, “LDAP Address Book,” on page 163

6.1.1 GroupWise Address Book

The GroupWise Address Book is the address book configured and maintained by the GroupWise administrator. Use the GroupWise Address Book to view information about everyone in your GroupWise system.

The GroupWise Address Book is marked with a icon in the Address Book list.

Because the GroupWise Address Book is generally quite large, you might want to search for names or use predefined filters to find the name you are looking for, rather than scrolling through the entire address book. For more information, see “Searching for Users, Resources, Organizations, and Groups” on page 185 and “Using Filters to Narrow an Address Search” on page 186.

The Address Book sorts all names alphabetically by first name. If you want to view names by the last name, you can edit the columns to remove the Name column and add the First Name and Last Name columns. For more information, see “Specifying the Columns to Display in an Address Book” on page 187.

You can view information about contacts in the GroupWise Address Book, but you cannot edit this information.

When you use Remote mode, you can restrict the entries that are downloaded from the GroupWise Address Book to reduce download time. For more information, see “Filtering the GroupWise Address Book for Your Remote Mailbox” on page 245.

6.1.2 Frequent Contacts Address Book

Use the Frequent Contacts address book to access your most frequently used or most recently used entries. When you use an address in a message, the entry is copied to the Frequent Contacts address book if the book’s options are set to do so. You can view the date and time you last used an entry and the number of times you have used it.

The Frequent Contacts address book is marked with a icon in the Address Book list.

Although the Frequent Contacts address book is created by GroupWise, it is considered a personal address book because you can edit the information for contacts.

After an entry is placed in Frequent Contacts, it remains there until you delete it. The entry also remains in its original address book.

You can use Frequent Contacts Properties to decide which addresses to capture (if any) from either received or sent items, and how long you want addresses to remain in the address book before deleting them. For more information, see “Setting Frequent Contacts Properties” on page 182.

If you select the Junk Mail Handling option to only accept mail from contacts in personal address books, you can receive mail from any contact in the Frequent Contacts address book. For more information, see “Junking Email from Users Not In a Personal Address Book” on page 108.

6.1.3 Personal Address Books

You can create, edit, save, and rename multiple address books for your personal use, and you can share these address books with other users. For more information, see “Displaying Quick Info” on page 184.

Personal address books are marked with a icon in the Address Book list.

You can add and delete names and address information for any contact (person, company, or resource) you want in your personal address books. You can also create your own information properties (fields). When you create a personal address book, a book icon is added to the Address Book list. You can expand and collapse open books by clicking **+** and **-**.

When you create multiple address books, you can include the same name and address in several books. If the entry is copied from an address book and you edit the entry’s information in one book, it is updated in all books.

Personal address books list addresses according to your preferences. You can also create personal groups. If you save a list of people as a group, you only need to type the group name in the **To** box to send the entire group a message. For more information, see “Organizing Addresses in Groups” on page 172.

6.1.4 LDAP Address Book

The LDAP Address Book supports LDAP (Lightweight Directory Services Protocol) for accessing external directory services. You can add directory services from your Internet service provider or third-party companies.

LDAP Address Books are marked with a icon.

You can connect to an LDAP server through Secure Sockets Layer (SSL) to assure increased security for the LDAP Address Books you access. Connecting through SSL requires that you have a digital certificate, which enables GroupWise to use SSL to authenticate to the LDAP server you have chosen.

After you complete a directory service search, you can add the names you find to your personal address books.

While using Remote or Caching mode, you can perform a directory service search without connecting to GroupWise.

6.2 Understanding Contacts Folders

The Frequent Contacts folder in the GroupWise Folder List represents the Frequent Contacts address book. Additional Contacts folders represent your personal address books.

Any modification you make in a Contacts folder is also made in the corresponding address book (Frequent Contacts or other personal address book).

The Simple Folder List displays a list of your personal Contacts folders under the Frequent Contacts folder. You can quickly select a different Contacts folder by clicking it in the Simple Folder List. Likewise, the Full Folder List displays a list of personal Contacts folders under the Frequent Contacts folder.

6.3 Addressing Items

There are multiple ways to address an item in GroupWise:

- Section 6.3.1, “Using Name Completion,” on page 163
- Section 6.3.2, “Using the Address Selector,” on page 164
- Section 6.3.3, “Using the Frequent Contacts Address Book,” on page 166
- Section 6.3.4, “Sending Mail from a Contacts Folder,” on page 166
- Section 6.3.5, “Sending Mail from the Address Book,” on page 166
- Section 6.3.6, “Sending Mail to an Entire Address Book,” on page 167

6.3.1 Using Name Completion

- “Configuring Name Completion” on page 164
- “Addressing an Item with Name Completion” on page 164
- “Name Completion with Duplicate Names” on page 164

Configuring Name Completion

By default, Name Completion uses names in your Frequent Contacts and the GroupWise Address Book. You can configure GroupWise to use additional books when performing Name Completion.

1. In the folder list in the Main Window, right-click the address book that you would like to configure, then click **Properties**.
2. On the **General** tab, check the **Include this book when name completing** box to choose whether to include the address book.
3. Click **OK**.
4. (Optional) Repeat steps 1-3 for each additional address book you would like to configure.

Addressing an Item with Name Completion

When you begin typing a name (first, last, or display name) or an email address in the **To**, **CC**, or **BC** field of an item that you are creating, Name Completion tries to complete the name or email address for you by displaying a list of recipients whose names or email addresses contain the letters you typed. It searches address books for which you've enabled Name Completion to find entries that match what you're typing. Results are sorted by relevance, so users who you contact more frequently appear first in the name completion results list.

If Name Completion finds the user you are looking for, you can stop typing. If Name Completion doesn't find it, continue typing. Name Completion searches again after each new character you type. If Name Completion finds a name or email address that is close to, but doesn't exactly match the one you are looking for, you can use the Up-arrow or Down-arrow keys to scroll to adjacent names in the results list.

If Quick Info is enabled, as described in Section 6.5.12, "Displaying Quick Info," on page 184, you can display contact information by mousing over names or email addresses in the results list to help you identify the contact you want. If the contact you want has multiple email addresses, you can use the Up-arrow or Down-arrow keys to select the email address you want to use.

Name Completion with Duplicate Names

When you use name completion, you might have two contacts with the same name. When name completion finds two people with the same name but different email addresses, the results list displays both email addresses so that you can select the correct contact. Mousing over any item provides additional information to help you select the correct name. After you make your selection, the name is added to your Frequent Contacts and is your first result the next time you send an email to that user.

6.3.2 Using the Address Selector

When you are composing a new item and you click **Address** on the item view toolbar, the Address Selector displays. The Address Selector presents a simplified address book view, providing you with the options you need to select a name or create a group.

- "Understanding the Address Selector" on page 165
- "Addressing an Item with the Address Selector" on page 165

Understanding the Address Selector

The Address Selector displays in other places throughout GroupWise, such as when you are selecting members of a group or entries for a Find. It might be slightly modified to show only context-appropriate options.

In the Address Selector, you view one address book at a time. To choose a different address book to look at, click an address book in the **Look in** drop-down list.

Double-click the entries you want placed in **To**, **CC**, or **BC** fields of the item you are addressing. You can use the drop-down list to restrict the list of entries to contacts, groups, or resources. You can search the list by name, first name, or last name by using the **Match** drop-down list. If an entry is marked with a +, it has multiple email addresses.

You can add and remove columns and change the column order in the list of address entries. You can change the sort order of the list based on the entries in any column. You can resize the Address Selector by dragging a corner of the window. You can open a contact entry to view details by clicking the contact, then clicking **Details**.

You can add contacts to the right pane and then create a group by clicking **Save Group**. If you click the down-arrow on the **Save Group** button, you can select which address book the group is saved to. Otherwise it is saved to the address book displayed in the Address Selector.

You can create new contacts by using the **New Contact** button. This button is not active if you are currently displaying the GroupWise Address Book or any other address book that you don't have rights to edit (for example, a shared address book or an LDAP Address Book). To create a new contact, click **New Contact**, enter the contact information in the different tabs, then click **OK**. For more information, see Section 6.4.2, "Managing Contacts," on page 168.

To create a routing slip in the item you are creating, click **Routing Slip**. For more information, see "Creating a Routed Message" on page 72.

Addressing an Item with the Address Selector

Use the Address Selector to address items you are composing. For more information about the Address Selector, see Section 6.3.2, "Using the Address Selector," on page 164.

1. In an item you are composing, click **Address** on the toolbar.
2. Select an address book from the **Look in** drop-down list.
3. Double-click the names you want as primary (To) recipients of your message.
4. To address courtesy copy recipients, click **CC**, then double-click the names you want.
5. To address blind copy recipients, click **BC**, then double-click the names you want.
6. Click the drop-down list to show only contacts, groups, or resources in your list.
7. Click the **Match** drop-down list to select how you want to locate a recipient (by name, last name, or first name), then type the recipient's name.
8. Click **OK**.

If you know the person's name, begin typing it in the **To** field of the item view. In the Address Selector, Name Completion searches the currently selected address book. When Name Completion finds the person you want to send a message to, you can stop typing. If Name Completion finds a name that is close to but doesn't exactly match the one you are looking for, use the Up-arrow or Down-arrow keys to scroll to adjacent names in the address Book. If Name Completion does not find the person, select a different address book in the Address Selector.

6.3.3 Using the Frequent Contacts Address Book

Use the Frequent Contacts address book to access your most frequently used or most recently used entries. When you use an address in a message, the entry is copied to the Frequent Contacts address book if the book's options are set to do so. You can view the date and time you last used an entry and the number of times you have used it.

After an entry is placed in Frequent Contacts, it remains there until you delete it. The entry also remains in its original address book.

You can use Frequent Contacts Properties to decide which addresses to capture (if any) from either received or sent items, and how long you want addresses to remain in the address book before deleting them.

1. Click **Address** in an item you are composing.
2. Select **Frequent Contacts** from the **Look in** drop-down list.
3. Double-click the names you want, then click **OK**.

The Frequent Contacts address book can be closed, but it cannot be deleted.

6.3.4 Sending Mail from a Contacts Folder

1. Click a Contacts folder.
2. If you are viewing the Contacts folder as address cards, click the email address you want to send a message to.

   or

   If the email address is not immediately displayed in the Contacts folder:

   2a Double-click a contact.

   2b On the Summary page, click the email address you want to send a message to.

   You can also double-click an email address on the Contact page or click **Send Mail** on any page.
3. Type a subject and message in the mail message that opens.
4. Click **Send** on the toolbar.

6.3.5 Sending Mail from the Address Book

Use Mail Message to send items from an address book. If you have opened the address book from the Main Window, the address book is not connected to an item view. Mail Message lets you open an item view from the address book.

1. In the Main Window, click on the toolbar.
2. Click an address book.
3. Ctrl-click the users you want to send mail to.
4. Click **File** > **Mail Message**.

6.3.6 Sending Mail to an Entire Address Book

1. In the Main Window, click on the toolbar.
2. Click an address book.
3. Shift-click the first and last users in the address book.
4. Right-click the group of selected users.
5. Click **Action > Send Mail**.

6.4 Using Contacts Folders

Contacts folders give you a convenient view of address book information. The Frequent Contacts folder is associated with your Frequent Contacts address book. When you create a new address book, as described in Section 6.5.2, "Creating a Personal Address Book," on page 179, the new address book is automatically added as a new Contacts folder. When you create a new Contacts folder, a corresponding personal address book is created automatically.

- Section 6.4.1, "Creating a Contacts Folder," on page 167
- Section 6.4.2, "Managing Contacts," on page 168
- Section 6.4.3, "Managing Groups," on page 172
- Section 6.4.4, "Managing Resources," on page 174
- Section 6.4.5, "Managing Organizations," on page 177

6.4.1 Creating a Contacts Folder

1. Right-click the Frequent Contacts folder, then click **New Contacts Folder**.
2. Type the name for the new Contacts folder, then press Enter.
3. Right-click the new Contacts folder, then click **Properties**.

   On the **General** tab, you can change the name of the Contacts folder and provide a description as needed.
4. Click the **Display** tab.
5. Select whether you want to view the Contacts folder by **Address Cards**, **Details**, or **Panels**.

   Display options vary depending on how you choose to view the Contacts folder:

   Sort By: Select the GroupWise field that you want to sort the contacts by, such as **First Name** or **Last Name**.

   Sort Order: Select **Ascending** or **Descending**.

   Summary: Select **Summary** to summarize contact information under each contact name.

   Columns: Select **Columns** to display all contact information on a single line, organized into columns. Under **More Display Settings**, select the GroupWise fields that you want to use as column headers.

   Show Group Labels: Select **Show Group Labels** if you want contact information organized into expandable/collapsible groups.

   Contact Type: Select the types of contacts that you want to display in the Contacts folder (people, groups, resources, or organizations).

Customize Panels: Click **Customize Panels** to display contacts in one panel and other related information in one or more additional panels. For instructions on setting up panels, see Section 2.4.4, "Customizing a Panel," on page 53.

6. Select display options for the new Contacts folder, then click **OK**.
7. Specify a unique name for this set of display options, so that you can select it for other folders, then click **OK**.

6.4.2 Managing Contacts

Each contact in a Contacts folder is marked with the **Contact** icon. When you double-click a contact, the contact item view displays.

- "Adding a Contact" on page 168
- "Modifying a Contact" on page 170
- "Finding a Contact" on page 170
- "Organizing Contacts with Categories" on page 170
- "Sending a Contact" on page 170
- "Changing the Display Name of a Contact" on page 171
- "Viewing All Correspondence with a Contact" on page 171
- "Viewing a Contact's Address on a Map" on page 171
- "Deleting a Contact" on page 172

Adding a Contact

When you add a contact to a Contacts folder, it is added to the corresponding address book.

1. In the Folder List, select the Contacts folder where you want to add the contact.
2. Click **New Contact** on the toolbar.
3. In the **Full Name** field, specify the contact's full name.
4. In the **Display As** field, specify the name you want to use for the contact.

   Information in the **Display As** field displays in the contact list.
5. (Optional) Specify any other information you want to record about the contact.

   Contact: Use this page to specify the contact's name, multiple email addresses, multiple phone numbers, and multiple instant messaging IDs.

   Click the **Display As** drop-down list to select how you want the name to display in Name Completion. You can select **Last**, **First**, **First Last**, or you can specify any display name you choose. When you want to address an item to this contact, type the display name in an address field (**To**, **CC**, **BC**) of the item.

   If you fill in the **Company** field with a name for which you have created an organization, the organization information is automatically retrieved into the appropriate fields of the new contact.

   If you click **Send Mail** on the **Contact** page, a new mail view is opened, addressed to this contact.

   If you click **Instant Message**, your instant messaging product is opened and a conversation is initiated with this contact. If the **Instant Message** button is dimmed, no compatible instant messaging product is installed.

   You can specify multiple phone numbers. To select the primary phone number, click next to the phone number you want to identify as the primary number, then click **Set As Primary**.

If you click the photo area in the upper-left corner of the **Contact** tab, you can add or replace a photo for the contact. Browse to and select the photo that you want to represent the contact. GroupWise accepts various types of image files, such as `.jpg`, `.gif`, `.png`, `.bmp`, and `.tif`, and then converts the image to `.jpg` with a maximum width or height of 64 pixels.

Details: Use this page to specify the contact's profession, department, location, manager, assistant, birthday, anniversary, spouse, children, hobbies, and any Internet addresses associated with the contact.

To specify a birthday and anniversary, select the month, date, and year from the appropriate drop-down lists. To view the birthday or anniversary in a week calendar view, click the **Calendar** icon.

When the check box next to the date is selected, the birthday or anniversary information is displayed on the Summary page and in the **Birthday** column if you have added one to an address book. In addition, selecting the check box adds the birthday or anniversary to your Calendar as a personal All Day Event. If you deselect the check box, the birthday information is available only on the Personal page.

To specify an Internet address for the contact's office, personal, or free/busy information, specify the address in the appropriate fields. Click a **Website** button to launch a browser and go to the website.

Address: Use this page to specify the contact's office, home, and any other addresses. To specify the default mailing address, Select **Set as mailing address**.

Advanced: Use this page to view, add, and edit user-defined fields. All system and user-defined fields display. For more information, see "Defining Custom Fields in a Personal Address Book" on page 180. Click **Manage Certificates** on this page to view or remove security certificates you have received from this contact, change the trust of the certificates, edit certificate properties, and import and export certificates. For more information, see "Viewing Received Security Certificates and Changing the Trust" on page 78.

Notes: Use this page to add information about your interaction with this contact. For example, a salesperson can keep a log of the contact he or she has had with a customer. Notes are also displayed in the **History** tab.

When you create a note on this page, a reminder note is created and placed on the calendar page in the **Reminder Notes** list. Notes are not exported with the address book, but instead are exported with the calendar.

When you create a comment, the comment is created only on the Notes page and is not automatically time stamped.

You can also assign a category for the contact on the Notes page. To specify a category, click the **Category** icon, then select the category.

History: Displays all the items you have sent to or received from this contact, unless the items have been archived. You can use Quick Find to create custom searches in the History; for more information, see Chapter 7, "Finding Items," on page 195.

6 Click **Close**, then click **Yes** to save your changes.

TIP: You can also add a contact by dragging and dropping an item from someone new into a Contacts folder to create a contact record for that person. In addition, you can add a contact by double-clicking in the white space of an address card list.

Contacts can also be added by right-clicking an email address or name in any GroupWise item and selecting **Add To Address Book**.

Modifying a Contact

You can modify a contact's information in the Frequent Contacts folder or a personal Contacts folder. In order to modify a contact in the GroupWise address book, you must first copy the contact to the Frequent Contacts folder or another personal Contacts folder.

1 In the Folder List, select the Contacts folder where you want to modify the contact.

2 In the contact list, double-click the contact to modify.

3 Make any needed modifications to the contact.

   For information about the contact details you can enter on each tab, see "Adding a Contact" on page 168.

   TIP: If you fill in the **Company** field on the **Contact** tab with an existing organization, click the Organization icon to retrieve organization information into the contact.

   ---

4 Click **Close**, then click **Yes** to save your changes.

Finding a Contact

Use the **Find** field in the Item List header of a Contacts folder to search for specific contacts, as described in Section 7.1.2, "Finding Contacts," on page 196.

Organizing Contacts with Categories

As with other items in GroupWise, you can assign categories to your contacts. This can help you organize your contacts by giving contacts an identifying color.

Categories that have been assigned to contacts are shown in the contact folder and in the address selector. For more information about the address selector, see Section 6.3.2, "Using the Address Selector," on page 164.

To assign a category to a contact:

1 Click a Contacts folder.

2 Right-click the name of a contact.

3 Click **Categories**, then click the category that you want to assign to the contact.

For more information, see Section 2.2, "Using Categories to Organize Items," on page 35.

Sending a Contact

1 Click a Contacts folder.

2 Double-click a contact.

3 Click **Send Contact** to open a Mail To window with the contact's information attached to the message in vCard format.

4 Address and send the message as usual.

   The recipient can import the contact into a personal address book, as described in "Importing Contacts from a vCard" on page 188.

TIP: You can also attach a contact to an item by dragging and dropping it from a Contacts folder into the Attachments window of a new message.

Changing the Display Name of a Contact

The display name is the name that appears when you begin typing in the **To**, **BC,** or **CC** field of a message. When you begin typing a name, for example "Ar," Name Completion displays a results list with names or email addresses from the address book that contain those letters, for example "Arthur Ramirez." However, if there are two people named Arthur Ramirez in the address book, one in Accounting and one in Development, it might be difficult for you to know which name Name Completion has filled in, unless you take the time to look at more properties.

You can change the display name so that it's easy to know which name Name Completion has filled in. For example, if you only correspond with Arthur Ramirez in Development, and if he goes by Art rather than Arthur, you could change the display name to Art Ramirez.

1. Click a Contacts folder.
2. Double-click a contact.
3. Click the **Contact** tab.
4. Type a new name in the **Display As** field (for example, Art Ramirez).

   You can also click the **Display As** drop-down list to select **Last, First** or **First Last** (for example: Ramirez, Art or Art Ramirez).
5. Click **OK**.

   The next time you address a message, Name Completion fills in this display name.

Viewing All Correspondence with a Contact

1. Click a Contacts folder.
2. Double-click a contact.
3. Click the **History** tab.

   All items you have received from or sent to this contact display.

   Also, messages might be displayed here if the user was added as a message contact, as described in "Adding a Contact to an Email You Send or Receive" on page 102.

   The **Folder** column shows where each item is located. Double-click an item to view its contents.

   To add or remove columns, right-click the column heading, then click an option. To sort by the information of a column (for example, by date or subject), click the column heading.

You can use Quick Find to quickly find items or to create custom searches. For more information, see Chapter 7, "Finding Items," on page 195.

Viewing a Contact's Address on a Map

The View Map feature allows you to quickly find the location of one of your contacts. You can use the main address to open a web browser and search for a map to the contacts location.

1. Click a Contacts folder.
2. Double-click a contact.
3. Click **View Map**.
4. (Optional) Use the **View Map** drop-down list to select a specific map location such as an office, home, or other address.

Deleting a Contact

You can delete a contact in the Frequent Contacts folder or another personal Contacts folder. You cannot delete a contact from the GroupWise Address Book.

1 In the Folder List, select the Contacts folder where you want to delete the contact.
2 In the contact list, right-click the contact, then click **Delete**.
3 Click **Yes** to confirm the deletion.

6.4.3 Managing Groups

- "Organizing Addresses in Groups" on page 172
- "Creating and Saving a Personal Group" on page 172
- "Adding Contacts to a Group" on page 173
- "Deleting a Contact from a Group" on page 174
- "Addressing Items to a Group" on page 174
- "Viewing Group Information" on page 174
- "Deleting a Group from a Contacts Folder" on page 174

Organizing Addresses in Groups

A group is a list of users or resources you can send messages to. Use groups to send a message to several users or resources by typing the group name in the **To**, **BC**, or **CC** fields. There are two types of groups: public and personal.

A public group is a list of users created by the GroupWise administrator, and it is available for use by each GroupWise user. For example, there might be a public group for the Accounting Department. Each employee in Accounting is included in the group. Public groups are listed in the GroupWise Address Book.

A personal group is a group created by you. For example, if you often send an appointment to your work group, you can include each co-worker's address or name and a meeting place (a resource) in a personal group.

Each group in a Contacts folder is marked with . When you double-click a group, the group item view displays.

Creating and Saving a Personal Group

1 In the Folder List, select the Contacts folder where you want to create the personal group.
2 Click **New Group** on the toolbar
3 Type a name for the group.
4 (Optional) Type any comments, such as a description for the group.
5 Click **Add** to open the Address Selector dialog box and display the address list.
6 Click **To**, **CC**, or **BC**, then double-click or Ctrl+click and drag the users and resources for your group in the Group panel.

   If the users you want to add are in a different address book, click the address book on the **Look In** drop-down list.

To restrict the list of entries by contacts, groups, or resources, click an option on the drop-down list.

7 To add an entry that is not in an existing Contacts folder, click **New Contact**, fill in the information, click **OK**, then double-click the entry.

8 Click **Save** > **Close** to save the group in the Contacts folder.

You can also create and save a personal group from the Address Selector when you are addressing a message or other item:

1 In an item view, click **Address** on the toolbar.

2 Double-click contacts to add them to the right pane.

   If the users you want to add are in a different address book, click the address book on the **Look In** drop-down list.

   To restrict the list of entries to contacts, groups, or resources, click an option on the drop-down list.

3 To add an entry that is not in an existing address book, click **New Contact**, fill in the information, click **OK**, then double-click the entry.

4 Click **Save Group**.

   or

   If you want to save the group to a different address book than the one that is displayed, click the arrow on the right of **Save Group**, then select the address book.

5 Type a name for the group.

6 Type comments, such as a description of the group.

7 Click **OK** twice.

TIP: You can also create a personal group by dragging and dropping an item addressed to multiple users into a Contacts folder to create a group consisting of the recipients of that item.

Adding Contacts to a Group

1 In the Folder List, select the Contacts folder where you want to add contacts to a group.

   or

   In an item you are composing, click **Address** on the toolbar.

2 Right-click the group, then click **Details**.

   Groups are marked by the icon.

3 On the **Details** tab, click **Add** to open the Address Selector dialog box and display the address list.

   Click the drop-down list to restrict the list to contacts, groups, or resources.

4 To add a contact, click the **Look In** drop-down list, then click the address book that the contact is in.

5 Click the **Match** drop-down list, then click the way you want to locate the contact (by first name, last name, or full name).

6 In the **Look For** field, type the contact you want to add.

   The address list scrolls to the nearest match.

7 Double-click the contact in the list so that it is added to the **Selected** list.
8 Click **OK** twice to save the group.

Deleting a Contact from a Group

1 In the Folder List, select the Contacts folder where you want to delete a contact from a group.
2 In the contact list, double-click the group.
3 Select the contact to delete, then click **Delete**.
4 Click **OK**.

Addressing Items to a Group

1 In an item view, click **Address** on the toolbar.
2 Select a group, then click **To**, **CC**, or **BC**.
3 Repeat as necessary.
4 (Optional) To show all the members of the group, right-click the group, then click **Expand Group**.
5 (Optional) To see more information about the group, right-click the group, then click **Details**.
6 Click **OK** to return to the item view.

Viewing Group Information

1 In the Folder List, select the Contacts folder where you want to view group information.
2 Right-click the group, then click **Details**.
3 Click the **Details** tab.

Deleting a Group from a Contacts Folder

1 In the Folder List, select the Contacts folder where you want to delete the group.
2 Right-click the group, then click **Delete**.
3 Click **Yes** to confirm the deletion of the group.

6.4.4 Managing Resources

Resources are items that can be scheduled for meetings or other uses. Resources can include rooms, computer projectors, cars, and more. The GroupWise administrator defines a resource by giving it an identifying name and assigning it to a user. Resources can be included in a busy search, just as users can. Resource IDs are entered in the To box. A user assigned to manage a resource is the owner of that resource.

The owner of a resource is responsible for accepting and declining appointments for the resource. In order to do so, the owner must have full proxy rights to the resource. As a resource owner, you can select to receive notification of appointments for the resource.

- "Understanding Resources" on page 175
- "Adding a Personal Resource" on page 175
- "Modifying a Personal Resource" on page 175
- "Accepting and Declining Resource Requests" on page 176

- "Receiving Notification for Another User or Resource" on page 176
- "Creating a Rule for a Resource" on page 176
- "Deleting a Personal Resource" on page 177

Understanding Resources

Each resource in a Contacts folder is marked with . When you double-click a resource, the resource item view displays.

Use the resource item view page to specify a name for the resource, a phone number, resource type, email address, owner, and comments about this resource.

In the **Owner** field, you can specify a contact that is already in your address book, or you can use the arrow button to create a new contact entry.

Adding a Personal Resource

The GroupWise Address Book includes resources defined by your GroupWise administrator. You can add a personal resource to the Frequent Contacts folder or another personal Contacts folder.

1. In the Folder List, select the Contacts folder where you want to add a personal resource.
2. Click **New Resource** on the toolbar.
3. In the **Name** field, specify the name for the resource.
4. In the **Phone** field, specify the phone number of the contact responsible for the resource.
5. In the **Type** field, specify the type of resource.

   You can specify **Resource** or **Place**. If you specify **Place**, the resource description is automatically added to the **Place** field in the appointment. If more than one place is added to an appointment as a resource, only the first one will be displayed in the **Place** field.
6. In the **Email Address** field, specify the email address of the person to receive notifications about this resource.
7. In the **Owner** field, specify the owner of the resource.
8. In the **Comments** field, specify any comments you might have for the resource.

   For example, you might want to specify how big a conference room is or what type of equipment is in the room.
9. Click **Close**, then click **Yes** to save your changes.

Modifying a Personal Resource

1. In the Folder List, select the Contacts folder where you want to modify a personal resource.
2. Right-click the resource, then click **Details**.

   Resources are marked by the icon.
3. On the **Details** tab, modify any information as needed.
4. Click **Close**, then click **Yes** to save your changes.

Accepting and Declining Resource Requests

You can accept or decline requests for a resource only if you are the owner and have been granted Read and Write rights. Personal resources cannot be shared with other users through proxy rights.

1. In the Main Window or Calendar, click **File** > **Proxy**.

   or

   Click the Folder List header drop-down list (above the Folder List; it probably displays Online or Caching to indicate what mode of GroupWise you are running in), then click **Proxy**.
2. Click the resource you own.

   If the resource you own isn't listed in the Proxy pop-up list, click **Proxy**, type the name of the resource in the **Name** field, then click **OK**.
3. Double-click the item you need to accept or decline.
4. Click **Accept** or **Decline** on the toolbar.

Receiving Notification for Another User or Resource

1. Click **Tools** > **Options**.
2. Double-click **Security**, then click **Notify**.
3. Select the name of a user for whom you are a proxy, or select the name of the resource you own.

   If the user or resource is not listed in the Notification list, type the name, then click **Add User**. You can select the name from the Address Selector dialog box by clicking .
4. Ensure that **Subscribe to alarms** and **Subscribe to notification** are selected.

   You are automatically subscribed to alarms and notification for yourself. If you deselect **Subscribe to alarms** and **Subscribe to notification** for yourself, you no longer receive alarms and notifications. If you unsubscribe to alarms and notifications for yourself, you will need to repeat steps 1-4 in this topic for your user name to enable them again.
5. Click **OK**.

Notify must be open or minimized in order to receive notification or alarms. For more information, see Section 8.2, "Starting Notify," on page 212.

Creating a Rule for a Resource

If you are the owner of a resource, you have full Proxy rights to that resource, including the ability to create rules for it. The following steps show you how to create a rule that accepts all requests for an available resource. This is an example of one rule that is useful for a resource. You can create other rules that perform different actions. For example, you might create a rule that declines requests for a resource that is already scheduled.

1. Click the **Mode Selector** icon, then click **Proxy**.
2. Click the resource you own.

   If the resource you own isn't listed in the Proxy dialog box, type the name of the resource you own in the **Name** field, then click **OK**.
3. Click **Tools** > **Rules**, then click **New**.
4. Type a name for the rule.
5. Click **Appointment**. Ensure the other item types are deselected.
6. Click the **Appointment conflict exists** drop-down list, then click **No**.

7 Click **Add Action > Accept**, type a comment if desired, then click **OK**.

   The actions in Step 6 and Step 7 instruct the rule to accept the appointment for the resource only if the resource is available.

8 Click **Save**, then click **Close**.

Deleting a Personal Resource

1 In the Folder List, select the Contacts folder where you want to delete the personal resource.

2 Right-click the resource, then click **Delete**.

   Resources are marked by the icon.

3 Click **Yes** to confirm the deletion of the resource.

6.4.5 Managing Organizations

- "Understanding Personal Organizations" on page 177
- "Adding a Personal Organization" on page 177
- "Modifying a Personal Organization" on page 177
- "Deleting a Personal Organization" on page 178
- "Sending Messages to a Personal Organization" on page 178

Understanding Personal Organizations

Each organization in a Contacts folder is marked with the Organization icon. When you double-click an organization, the organization item view displays.

Use the organization item view page to specify the following information for the organization: phone number, fax number, primary contact, address, website, comments.

In the **Primary Contact** field, you can specify a contact that is already in a Contacts folder, or you can use the arrow button to create a new contact entry.

Adding a Personal Organization

The GroupWise Address Book includes organizations defined by your GroupWise administrator. You can add an organization to the Frequent Contacts folder or another personal Contacts folder.

1 In the Folder List, select the Contacts folder where you want to add a personal organization.

2 Click **New Organization** on the toolbar.

3 In the **Organization** field, specify the name of the organization.

4 (Optional) Specify any other information you want to record for the organization.

5 Click **Close**, then click **Yes** to save your changes.

Modifying a Personal Organization

1 In the Folder List, select the Contacts folder where you want to modify a personal organization.

2 Right-click the organization, then click **Details**.

   Organizations are marked by the icon.

3 On the **Details** tab, modify any information as needed.

4 Click **Close**, then click **Yes** to save your changes.

Deleting a Personal Organization

1 In the Folder List, select the Contacts folder where you want to delete a personal organization.

2 Right-click the organization, then click **Delete**.

Organizations are marked by the icon.

3 Click **Yes** to confirm the deletion of the organization.

Sending Messages to a Personal Organization

You can simultaneously send email messages to all users in a personal organization.

1 In the Folder List, select the Contacts folder where you want to send an email to a personal organization.

2 Right-click the organization, then click **Details**.

Organizations are marked by the icon.

3 Click **Send Mail**.

or

Click the down-arrow next to the **Send Mail** button, then click one of the following options:

- **Send Mail**
- **Send Appointment**
- **Send Note**
- **Send Task**
- **Send Phone Message**

6.5 Working with Address Books

Address books are the databases that store contact information. This includes names, address, email addresses, phone numbers, and much more. Contacts folders give you a more flexible view of address book information.

- Section 6.5.1, “Opening an Address Book,” on page 179
- Section 6.5.2, “Creating a Personal Address Book,” on page 179
- Section 6.5.3, “Editing a Personal or Frequent Contacts Address Book,” on page 179
- Section 6.5.4, “Renaming a Personal Address Book,” on page 181
- Section 6.5.5, “Copying a Personal Address Book,” on page 181
- Section 6.5.6, “Deleting a Personal Address Book,” on page 181
- Section 6.5.7, “Setting Address Book Properties,” on page 181
- Section 6.5.8, “Using Predefined Filters for the Frequent Contacts Address Book,” on page 182
- Section 6.5.9, “Sharing an Address Book with Another User,” on page 183
- Section 6.5.10, “Accepting a Shared Address Book,” on page 184
- Section 6.5.11, “Synchronizing Address Book Entries,” on page 184

- Section 6.5.12, “Displaying Quick Info,” on page 184
- Section 6.5.13, “Viewing Contacts, Groups, Organizations, or Resources in an Address Book,” on page 184
- Section 6.5.14, “Editing a Distribution List in the GroupWise Address Book,” on page 185
- Section 6.5.15, “Searching for Address Book Entries,” on page 185
- Section 6.5.16, “Customizing an Address Book Display,” on page 186
- Section 6.5.17, “Sorting an Address Book,” on page 187
- Section 6.5.18, “Importing and Exporting Addresses and Address Books,” on page 188
- Section 6.5.19, “Using the LDAP Address Book,” on page 190
- Section 6.5.20, “Advanced Address Book Options,” on page 192

6.5.1 Opening an Address Book

To open an address book, click on the Main Window toolbar. The left pane lists the GroupWise Address Book, LDAP Address Book, Frequent Contacts address book, and any personal address books you have created.

You can use **File** > **Open Book** and **File** > **Close Book** to display and hide the address books in this pane. The right pane lists all the entries in the selected address book.

In an address book, you can open contacts to view details, select names to send an item to, create and modify groups, and create and delete contacts.

You also have advanced options, such as creating and modifying personal address books, changing the properties of an address book, defining copy options, importing and exporting address books, sharing address books, adding directory services, printing labels, and more.

6.5.2 Creating a Personal Address Book

1. In the Main Window, click on the toolbar.
2. Click **File** > **New Book**.
3. Type a name for the new book, then click **OK**.

6.5.3 Editing a Personal or Frequent Contacts Address Book

In a personal address book, including the Frequent Contacts address book, you can add or delete entries, edit existing information, copy names from one book to another, or rename a book. You can also create your own custom address book fields.

- “Quickly Adding Contacts to Your Personal Address Book” on page 180
- “Editing Entries in a Personal Address Book” on page 180
- “Copying Entries between Personal Address Books” on page 180
- “Defining Custom Fields in a Personal Address Book” on page 180
- “Deleting Entries from a Personal Address Book” on page 180

Quickly Adding Contacts to Your Personal Address Book

You can quickly add any recipient in an item to any personal address book.

1 Open an item addressed to one or more recipients.
2 Right-click the recipient you want to add to a personal address book.
3 Click **Add To Address Book**, then click the address book to add the contact to.

Editing Entries in a Personal Address Book

1 In the Main Window, click on the toolbar.
2 Click an address book, then double-click the name you want to edit.
3 Edit the information on the different tabs, then click **OK**.

Copying Entries between Personal Address Books

When you copy an entry from one address book to another, the entries are linked, so that if you edit one entry, the other entry is also updated.

1 In the Main Window, click on the toolbar.
2 Click an address book, then click or Ctrl+click the names you want to copy.
3 Click **Edit** > **Copy To**.
4 Select the address book you want to copy the names to, then click **OK**.

NOTE: You cannot copy entries to a closed address book; you must open the book first. You cannot copy names to the GroupWise Address Book.

Defining Custom Fields in a Personal Address Book

1 In the Main Window, click on the toolbar.
2 Click the personal address book where you want to define custom fields.
3 Double-click an entry, then click the **Advanced** tab.
4 Click **Add**, then type a title for the field in the **Field Name** field.
5 In the **Value** field, type the information you want to display in the field for that entry.
6 Click **OK**.

After you have added a custom field to an address book, the field cannot be deleted. However, because custom fields are displayed as columns, you can remove the column from your display. Because each address book can have different columns displayed, the column must be removed from each address book individually.

Deleting Entries from a Personal Address Book

1 In the Main Window, click on the toolbar.
2 Click an address book, then click or Ctrl+click the names you want to delete.
3 Press the Delete key, then click **Yes**.

6.5.4 Renaming a Personal Address Book

1 In the Main Window, click on the toolbar.

2 Click the personal address book you want to rename.

   You cannot rename the Frequent Contacts address book.

3 Click **File** > **Rename Book**.

4 Type the new name, then click **OK**.

6.5.5 Copying a Personal Address Book

1 In the Main Window, click on the toolbar.

2 Click the personal address book you want to copy.

3 Click **File** > **Save As Book**.

4 Type a new name for the address book, then click **OK**.

6.5.6 Deleting a Personal Address Book

1 In the Main Window, click on the toolbar.

2 Click the personal address book you want to delete.

3 Click **File** > **Delete Book**, then click **Yes**.

After it is deleted, a personal address book cannot be recovered.

NOTE: You cannot delete the Frequent Contacts address book.

6.5.7 Setting Address Book Properties

You can choose and view various properties and options for your address books.

- "Setting Personal Address Book Properties" on page 181
- "Viewing an Address Book's Properties" on page 182
- "Setting Frequent Contacts Properties" on page 182

Setting Personal Address Book Properties

Use the Address Book Properties dialog box to view the properties of each of your address books (including the GroupWise Address Book). There are three property tabs in the address books; not all of them are visible from every address book.

The **General** tab is visible from all address books. Use the **General** tab to view the name of the address book, a summary of what the address book contains, and so forth. You can also use it to add a description of the address book.

The **Options** tab is visible only from the Frequent Contacts address book. Use the **Options** tab to specify what is saved in Frequent Contacts and how this address book should be cleaned up. See "Setting Frequent Contacts Properties" on page 182.

The **Sharing** tab is visible for personal address books for which you are the owner, including your Frequent Contacts address book. Use the **Sharing** tab to choose whether or not to share an address book, who to share it with, and which access rights each person should have.

You can also share your personal groups by placing them in an address book you share with others.

Viewing an Address Book's Properties

1. In the Main Window, click on the toolbar.
2. Click the address book you want to view the properties for.

   If the book is not visible, the book is not open.
3. Click **File** > **Properties**.
4. To view the number of individuals, resources, companies, and so forth, click **Contains**.

   If the address book is large, this might take some time. The status bar measures the progress of this operation.
5. To add or modify a description for the address book, click the **Description** field, then type or edit the description.
6. Click **OK** to save your changes and close the Properties dialog box.

   or

   Click **Apply** to apply your changes and keep the Properties dialog box open.

Setting Frequent Contacts Properties

1. In the Main Window, click on the toolbar.
2. Click the Frequent Contacts address book.
3. Click **File** > **Properties**, then click the **Options** tab.
4. Select the options you want.

   If you cannot change these options, your GroupWise administrator has locked them.

   To stop names from being placed into the Frequent Contacts address book, click **Auto-saving off**.
5. To delete names from this book, select the **Delete addresses not referenced within time period** check box, type a number in the **Time period** field, click a time period from the drop-down list (from hours to years), then click **Delete Now** to remove old addresses.
6. Click **OK** to save your changes and close the Properties dialog box.

   or

   Click **Apply** to save your changes and keep the Properties dialog box open.

6.5.8 Using Predefined Filters for the Frequent Contacts Address Book

1. In the Main Window, click on the toolbar.
2. Click the Frequent Contacts address book.

   If the Frequent Contacts address book is not visible, you can open it by clicking **File** > **Open Book**.

3 Click **View** > **Filter for at Least 3 References**.

or

Click **View** > **Define Filter for References** (a reference is the number of times you have sent or received items from an entry), type the minimum number of references an entry must have in order to be included in the search criteria, then click **OK**.

6.5.9 Sharing an Address Book with Another User

Shared address books are marked with a icon. This icon might be slightly different, depending on whether or not you created the address book.

You can share personal address books with other users. You can give users read-only rights, or you can give them rights to read, add, edit, and delete information in the address book. When you share an address book, the users receive a notification that they can accept or decline.

GroupWise places no limit on the number of recipients with whom an address book can be shared. Similarly, there are also no GroupWise limitations on the number of entries that can be contained within a Shared Address book.

NOTE: Because system performance depends on the hardware being used to run GroupWise, sharing an address book with many users or having an extremely large amount of entries within a Shared Address book can cause performance issues.

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1 In the Main Window, click on the toolbar.

2 Right-click the address book you want to share, then click **Sharing**.

If the address book is not visible, you can open it by clicking **File** > **Open Book**.

3 Click **Shared with**.

4 Type the name of the person you want to share the address book with, then click **Add User** to add the user to the **Share** list.

If you do not know the name of the person, click , then search for and select the user.

You cannot share address books across external domains.

5 Click each user’s name in the **Share** list, then assign him or her access rights in the **Access** group box.

6 Click **OK** to save your changes and close the dialog box.

or

Click **Apply** to apply your changes and keep the dialog box open.

When you click **OK** or **Apply**, the person you are sharing the address book with receives a notification. The **Status** column displays as **Pending** until the user accepts or declines the shared address book request; then the column is updated to reflect the user’s selection.

In the Address Book list, shared address books are marked with the icon.

You and the users you share an address book with can arrange your address book columns differently.

6.5.10 Accepting a Shared Address Book

When you accept a shared address book, it appears in your Address Book List along with the GroupWise Address Book, Frequent Contacts address book, and personal address books.

1. Click the **Mailbox** icon in the Folder List.
2. Click the shared address book notification to open it, or right-click it, then click **Open**.
3. Click **Accept Address Book** to add the address book to the address book list.

You can now use the shared address book to address items or look up user information, just as you would in other address books.

6.5.11 Synchronizing Address Book Entries

You can use Synchronize to ensure that your personal address book entries match the corresponding entries in the GroupWise Address Book. You can synchronize an entire personal address book or just the entries you have selected.

For example, you might have a personal address book containing the names of your contacts in the Marketing department. When the Marketing department changes buildings and phone numbers, Synchronize saves you from needing to create a new personal address book.

1. In the Main Window, click on the toolbar.
2. Click the personal address book you want to synchronize.
3. To synchronize an address book, click **File** > **Synchronize** > **Current Book**.

   or

   To synchronize selected entries, Ctrl+click or Shift+click the entries, then click **File** > **Synchronize** > **Selected Items**.

6.5.12 Displaying Quick Info

Summary information about users is displayed in an address book and in the Address Selector when you mouse over that name. This display is called Quick Info.

Quick Info is enabled by default. To disable Quick Info:

1. In the Main Window, click on the toolbar.
2. Click **View** > **Disable Quick Info**.

6.5.13 Viewing Contacts, Groups, Organizations, or Resources in an Address Book

Use the predefined filters in the **Entry Filter** to display only groups, users, organizations, or resources in an address book.

By default, address books display all entries. Although all groups, organizations, and resources are marked by icons, finding specific entries in large address books can be a challenge. Using a predefined filter displays only the type of entry you are looking for.

There is one predefined filter that applies only to the Frequent Contacts address book: **Filter for at Least X References**. You can use it to filter all entries with at least the number of references you specify.

To view groups, organizations, or resources in an address book:

1 In the Main Window, click on the toolbar.
2 Click an address book.
3 Click **View**, then click the filter you want to sort by.
4 To return to the non-filtered address book view, click **View** > **Filter Off**.

To filter for contacts, groups, and resources:

1 In the Address Selector, click a predefined filter from the drop-down list to filter for contacts, groups, and resources.

   The following icons identify contacts, resources, groups, and organizations in address books:

   Contacts

   Resources

   Groups

   Organizations

6.5.14 Editing a Distribution List in the GroupWise Address Book

If your GroupWise administrator has granted you rights to modify a public distribution list in the GroupWise Address Book:

1 In the Main Window, click on the toolbar.

   or

   Click **Address** on the toolbar in an item you are composing.
2 Select the GroupWise Address Book.
3 Double-click the public distribution list that you have rights to edit.
4 Make changes as necessary.
5 Click **Close**, then click **Yes** to save your changes.

6.5.15 Searching for Address Book Entries

You can quickly find entries in an address book by using the Search List. You can also specify search criteria by defining one or more filters. For example, you can define a filter that displays only entries with last names that begin with “D.”

- “Searching for Users, Resources, Organizations, and Groups” on page 185
- “Using Filters to Narrow an Address Search” on page 186

Searching for Users, Resources, Organizations, and Groups

1 In the Main Window, click on the toolbar.

   or

Click **Address** on the toolbar in an item you are composing.

2. Select the address book you want to search.
3. In the **Look For** field, begin typing what you are searching for.

   Name Completion completes the name.

Using Filters to Narrow an Address Search

1. In the Main Window, click on the toolbar.
2. Click **View** > **Define Custom Filter**.
3. Click the first drop-down list, then specify the column you want to filter.
4. Click , then specify an operator.

   An operator is a symbol used with a condition to specify a particular value. For example, to create a filter that lists only users whose last name is Davis, click the **Last Name** column, click **= Equal To**, then type “Davis.” In this example, = Equal To is the operator and Davis is the condition.

   For more information, see “Using Advanced Find” on page 199.
5. Type the condition you want to filter by, then click **OK**.

   The filtered search sorts the address book according to the results it found.

After a filter has been defined for an address book, you can enable the filter whenever you want by displaying the address book in which you want to enable the filter and then clicking **View** > **Custom Filter**. Clicking **OK** enables it; it remains in effect until you turn it off or delete it.

6.5.16 Customizing an Address Book Display

You can control which address books are displayed in the Address Book list by opening and closing address books. For example, you might have a personal address book for an account that you deal with only six months out of the year. You can close it when you don’t need it and open it again six months later.

You can also control the information that is displayed in a single address book. In order for you to change displayed information in an address book, that address book must be open.

- “Opening and Closing Address Books” on page 186
- “Specifying the Columns to Display in an Address Book” on page 187
- “Viewing Links to the GroupWise Address Book” on page 187
- “Choosing the Display Format of Names” on page 187

Opening and Closing Address Books

1. In the Main Window, click on the toolbar.
2. Click **File** > **Open Book**.

   If all of your address books are open, **Open Book** is dimmed.
3. Click or Ctrl-click one or more address books, then click **OK**.
4. To close an address book, select the address book, then click **File** > **Close Book**.

   Closing an address book does not delete it; you can open it again at any time.

Specifying the Columns to Display in an Address Book

1 In the Main Window, click on the toolbar.

or

Click **Address** in an item you are composing.

2 Click the address book where you want to change the displayed columns.

3 Right-click a column heading, then click a column name.

If the column name is not displayed, click **More columns**. To add a column, click the column in the A**vailable columns** list box, click **Add**, then click **OK**.

4 To remove a column, drag the column heading off the address book.

5 To arrange columns, drag a column heading to another position.

Viewing Links to the GroupWise Address Book

1 In the Main Window, click on the toolbar.

2 Click the personal address book where you want to view links.

A linked contact in an address book is shown with the icon.

3 Click **View** > **System Book Links** to select it.

Links show that an entry in a personal address book is linked to an entry in another book. When one is updated, the other is also updated. Links are created when you copy an entry from one address book to another. Links are also created when entries from the GroupWise Address Book are added to your Frequent Contacts address book because correspondence has occurred.

Choosing the Display Format of Names

1 In the Main Window, click on the toolbar.

2 Click **View** > **Name Format**.

3 Click a radio button to display address books by first name first or last name first.

4 Ctrl-click the personal address books you want the format to apply to.

5 Click **Apply to selected books** to apply these changes without exiting the dialog box.

or

Click **OK** to apply these changes and exit the dialog box.

6.5.17 Sorting an Address Book

1 In the Main Window, click on the toolbar.

2 Click the address book you want to sort.

3 Right-click the column you want to sort by, then click **Sort on 'column' First** (for example, sort by the **Email Address** column rather than by the **Name** column).

or

Right-click any column heading, click **Sort All Ascending** (for example, A to Z or 1, 2, 3) or **Sort All Descending** (for example, Z to A or 3, 2, 1) to sort the column entries.

6.5.18 Importing and Exporting Addresses and Address Books

Use the Import and Export features to transfer your existing GroupWise and third-party address books into and out of a GroupWise personal address book. GroupWise address books are best exported in `.nab` format should be used to avoid information loss. Importing address books is also more accurate if the `.nab` format is used. You can also import and export your personal groups.

You can also share personal address books. See “Sharing an Address Book with Another User” on page 183.

- “Importing a GroupWise Personal Address Book into a Personal Address Book” on page 188
- “Importing Contacts from a vCard” on page 188
- “Importing Third-Party Address Books” on page 189
- “Exporting Addresses from the Address Book” on page 190

Importing a GroupWise Personal Address Book into a Personal Address Book

GroupWise address book files are text files with specific formatting. GroupWise 18 `.nab` files use UTF-8 character encoding and cannot be imported into earlier versions of GroupWise. However, GroupWise 18 can export `.nab` files in ANSI character format, which is compatible with earlier versions of GroupWise. The `.nab` files created by earlier versions of GroupWise can be imported into GroupWise 18.

NOTE: You cannot import addresses into the GroupWise Address Book.

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1. If you have received a GroupWise personal address book (`.nab` file) as an attachment, right-click the attachment, click **Save As**, select the folder or disk where you want to save it, then click **Save**.
2. In the Main Window, click on the toolbar.
3. Click **File** > **Import**.
4. Select the address book `.nab` file, then click **Open**.
5. Click the address book you want to import addresses into.

   or

   Create a new personal address book to import the addresses into.

   For more information, see “Creating a Personal Address Book” on page 179.
6. Click **OK**.
7. (Optional) To stop the import, pres Esc, then click **Yes**.

Importing Contacts from a vCard

A vCard can contain either a single contact or multiple contacts. GroupWise supports either format.

To import information into an address book from a vCard you have received:

1. Right-click the vCard, then click **Import**.
2. Click the address book where you want the information to be added, then click **OK**.

Importing Third-Party Address Books

- “Importing Contacts with a CSV File” on page 189

Importing Contacts with a CSV File

To import a CSV (comma-separated values) file:

1 In the Main Window, click on the toolbar.

2 Click **File** > **Import**.

3 Select the `.csv` file, then click **Open**.

4 Select the address book you want to import addresses into, then click **OK**.

or

Click **New** to create a new personal address book to import the addresses into, type a name for the new address book, then click **OK**.

For more information, see “Creating a Personal Address Book” on page 179.

The Choose GroupWise Fields for CSV Data window is displayed.

The **CSV Fields** column lists the data fields as provided in the **.csv** file. The **CSV Data** column lists the data provided in the `.csv` file. The **GroupWise Fields** column lets you choose the associations between CSV fields and GroupWise fields.

By default, the import process can recognize characters such as comma (,), semicolon (;), and colon (:) as field delimiters. It can also recognize characters such as quotation marks (") as text delimiters. However, if unusual characters are used as delimiters, the import process won’t recognize them.

5 If the `.csv` file does not display in proper columns:

5a Click **Options**.

5b Change the field delimiter character as required by the `.csv` file.

5c Change the text delimiter character as required by the `.csv` file.

The `.csv` file should redisplay in proper columns.

6 Click the left and right arrows to page through the `.csv` file data.

The import process attempts to assign the CSV fields to GroupWise fields.

7 To change an automatic field assignment, click the GroupWise field link that you want to change.

or

To select a field assignment, click the **Click to choose** link.

8 Select a displayed field.

or

Click a field category, then select the GroupWise field that you want to correspond to the `.csv` file field.

9 To not import the data from a CSV field, click the link in the **GroupWise Fields** column, then click **Clear**.

10 When you are finished assigning field mappings, click **OK** to import the CSV data into the selected address book.

TIP: You can also initiate an import by dragging and dropping a `.csv` file into a Contacts folder.

Exporting Addresses from the Address Book

To export addresses from an address book in NAB (GroupWise Address Book) format:

1. In the Main Window, click on the toolbar.
2. Click the address book from which you want to export names.
3. Select the addresses you want to export.

   If you want to export an entire address book, you don't need to select any names.
4. Click **File** > **Export**.
5. Click **Entire Address Book** if you want to export the entire address book.

   or

   Click **Selected Items** if you want to export the addresses you have selected.
6. Click **OK**.
7. Type a file name for the exported file, then click a folder where you want the file to be saved.
8. In the **Save as type** drop-down list, select the file type to save the addresses as.

   You can save the file as a GroupWise Address Book (`.nab`), a vCard (`.vcf`), or a comma-separated file (`.csv`).

   GropWise address book files are text files with specific formatting. GroupWise 18 `.nab` files use UTF-8 character encoding and cannot be imported into earlier versions of GroupWise. However, GroupWise 18 can export `.nab` files in ANSI character format, which is compatible with earlier versions of GroupWise.

   The `.nab` and `.vcf` file types are preferred because they handle complex data without loss. For example, if you export a distribution list as a `.nab` or `.vcf` file, members of the distribution list are included in the exported file. However, if you export a distribution list as a `.csv` file, only the name of the distribution list is exported.
9. Click **Save**.

To stop the export, press Esc, then click **Yes**.

6.5.19 Using the LDAP Address Book

- "Adding a Directory Service to an Address Book" on page 190
- "Searching for a Person through a Directory Service" on page 191
- "Establishing a Secure Connection to a Directory Service" on page 191
- "Modifying the Properties of a Directory Service" on page 191
- "Specifying the Search Criteria a Directory Service Uses" on page 192
- "Changing the Length of Time for Directory Service Searches" on page 192

Adding a Directory Service to an Address Book

1. Ensureensure you know the server name and port number of the LDAP directory service. You can get this information from your Internet service provider or GroupWise administrator.
2. In the Main Window, click on the toolbar.
3. In the left pane, click **LDAP Address Book**.
4. In the right pane, click **Directories**, then click **Add**.

5 Follow the prompts. When you specify the server address, you can specify an IP address or Internet domain name.
6 Click **Finish**.
7 If you are adding a directory service to search for security certificates, the directory service must be set as the default. Click the directory service account you just added, then click **Set as Default**.
8 Click **Close**.

Searching for a Person through a Directory Service

1 In the Main Window, click on the toolbar.
2 Click the LDAP Address Book.
3 Select a directory service from the **Look In** drop-down list.
4 Type the name you want to search for.

or

Type an email address you want to search for.

If other search fields are available, specify the information you want to search for.
5 Click **Retrieve**.
6 When the search is complete, double-click the name you want.
7 Click **Close**.

If you want to save the names you find in the search, click the names, click **Edit** > **Copy To**, select a personal address book, then click **OK**.

Establishing a Secure Connection to a Directory Service

1 In the Main Window, click on the toolbar.
2 Click the LDAP Address Book.
3 Click **Directories**, then click a directory service.
4 Click **Properties**.
5 Click **Connect using SSL**.
6 Specify the path to your digital certificate file.

This file enables GroupWise to use SSL to authenticate to the LDAP server (that is, the directory service) you have chosen. Contact your GroupWise administrator to learn the location of this certificate file, or obtain a certificate file from your Internet service provider. You can click the **Browse** button to find the exact location of the file.

NOTE: GroupWise expects a DER encoded certificate file to be used when establishing a secure connection to the LDAP server.

Modifying the Properties of a Directory Service

1 In the Main Window, click on the toolbar.
2 Click the LDAP Address Book.
3 Click **Directories**, then click a directory service.

4 Click **Properties**.
5 Click the **Connection**, **Searching**, and **Field Mapping** tabs to find the properties you want to modify.
6 Modify the properties, then click **OK**.

Specifying the Search Criteria a Directory Service Uses

1 In the Main Window, click on the toolbar.
2 Click the LDAP Address Book.
3 Click **Directories**, then click a directory service.
4 Click **Properties**.
5 Click the **Searching** tab, then click **Search Fields**.
6 Select up to four fields.

   Many directory services allow you to search using only the **Name** and **Email Address** fields.
7 To add search fields that aren't listed:

   7a Click the **Field Mapping** tab, then click **Retrieve All LDAP Fields**.

   7b Click **Apply**, click the **Searching** tab, click **Search Fields**, then select the fields you want to search.

   The available search fields depend on the selected directory service.
8 Click **OK** twice, then click **Close** twice.

Changing the Length of Time for Directory Service Searches

1 In the Main Window, click on the toolbar.
2 Click the LDAP Address Book.
3 Click **Directories**, then click a directory service.
4 Click **Properties**, then click the **Searching** tab.
5 Drag the bar under **Amount of time to search before timing out** until it shows the amount of time you want.
6 Click **OK > Close > Close**.

6.5.20 Advanced Address Book Options

- "Defining Copy Options" on page 192

Defining Copy Options

Use Copy Options to select the format to use when you copy address book data to the clipboard. When the address book data is copied to the clipboard, it is formatted as a virtual business card (vCard) or address book text. A vCard includes all identifying information for an individual who is included in an address book.

There are two copy format options: Display Data (ASCII text format) and vCard Data (`.vcf` stream format). When you select a format, the vCard data is with the standard Windows text-copy procedure (select text, then press Ctrl+C), and can be pasted in that format into other applications (such as personal information managers and web applications) to fill your particular needs.

For example, you could paste the display text into an HTML editor or a word processor for import into a database or for formatting as a mail merge document. Or, if you chose to copy in vCard format, you could paste the data into a vCard editor or viewer to include sound clips, graphics, or additional text. You could also save the data as a `.vcf` file for import into any other application that supports the vCard standard. GroupWise supports up to version 2.1 of the vCard standard.

To select the text format to use for copying:

1 In the Main Window, click on the toolbar.

2 Click **Edit** > **Copy Options**.

3 Select the copy option you want.

The **Display data** option copies text as “display” text. The **vCard data** option renders text as a vCard data stream.

4 To make your current selection the default, select the check box.

5 Click **OK**.

6.6 Changing Your System Address Book Picture

Your contact picture that is displayed in the system address book can be set by your system administrator. You can change the picture in the GroupWise client.

1 Go to Edit > Change GroupWise Picture.

2 Click Select to upload a new picture to GroupWise.

6.7 Printing Labels and Lists from the Address Book

- Section 6.7.1, “Printing Labels,” on page 193
- Section 6.7.2, “Printing Lists,” on page 194

6.7.1 Printing Labels

1 In the Main Window, click on the toolbar.

2 Click the address book that contains the entries you want to print.

3 Ctrl-click or Shift-click to select individual entries.

or

Make no selections if you want to print the entire address book.

4 Click **File** > **Print**.

5 If prompted, click **Selected items**.

or

Click **Entire address book**.

6 Ensure that the **Form** tab is selected.

7 Ensure that **Labels** is selected in the **Format** group box.

8 To print all the address book information for each entry, ensure that **Mailing Address** is selected in the **Available forms** list box.

or

To print only some of the address book information for each entry, click **Selected Fields** in the **Available forms** list box. Click the **Content** tab, deselect the fields you don't want to print, then click the **Form** tab.

You can only print information that has been entered in the address book fields. If there is no information for a particular field, nothing is printed for that field.

9 Click a paper size in the **Form size** group box.

10 Click **Portrait** or **Landscape** in the **Form orientation** group box.

11 Click the **Content** tab.

12 Specify the number of rows and columns you want.

13 Click **Font**, make selections, then click **OK**.

14 Click the **Options** tab, then make selections.

15 Click **Preview** to see how the labels will look.

16 Click **Print**.

6.7.2 Printing Lists

1 In the Main Window, click on the toolbar.

2 Click the address book that contains the entries you want to print.

3 Ctrl-click or Shift-click to select individual entries.

or

Make no selections if you want to print the entire address book.

4 Click **File** > **Print**.

5 If prompted, click **Selected items**.

or

Click **Entire address book**.

6 Ensure that the **Form** tab is selected.

7 Click **List** in the **Format** group box.

8 Click what you want to print in the **Available forms** list box.

You can only print information that has been entered in the address book fields. If there is no information for a particular field, nothing is printed for that field.

9 Click a paper size in the **Form size** group box.

10 Click **Portrait** or **Landscape** in the **Form orientation** group box.

11 Click the **Content** tab.

12 Depending on what you selected to print in Step 8, select and deselect the fields you want to print.

13 Click **Font**, make selections, then click **OK**.

14 Click the **Options** tab, then make selections.

15 Click **Preview** to see how the list will look.

16 Click **Print**.

7 Finding Items

GroupWise provides a variety of methods for locating specific items in your email, appointments, and other GroupWise items.

- Section 7.1, "Quickly Finding Items in a Folder," on page 195
- Section 7.2, "Finding Items Anywhere in Your Mailbox," on page 197
- Section 7.3, "Using Advanced Find," on page 199
- Section 7.4, "Finding Text in Items," on page 207
- Section 7.5, "Comparing the GroupWise Find Methods," on page 207

7.1 Quickly Finding Items in a Folder

If the folder you are in (for example, your Mailbox or Calendar) contains many items, you might have a difficult time finding the one you want. The Find feature lets you list items by sender and by text in the **Subject** field. It also lets you display items according to specific search criteria such as received items, sent items, personal items, draft items, items in a particular category, or items with attachments.

When you use Find, all items that do not match your search criteria are hidden from view. Find does not actually move or delete items from the folder; it displays certain items based on the search criteria you specify. When you clear the search criteria, the hidden items are displayed again.

When you use Find, GroupWise searches the sender, recipients, message subject, message text, and attachments for the specified word or phrase.

- Section 7.1.1, "Finding Items," on page 195
- Section 7.1.2, "Finding Contacts," on page 196
- Section 7.1.3, "Clearing a Find," on page 196
- Section 7.1.4, "Creating and Saving a Find," on page 196
- Section 7.1.5, "Using a Saved Find," on page 197
- Section 7.1.6, "Deleting a Saved Find," on page 197

7.1.1 Finding Items

1. Open the folder you want to search.
2. Type a word or phrase in the **Find** field in the Item List header.

   The word or phrase can be any string of consecutive characters contained in the item you are trying to find. Find searches on subject, sender, or recipient.
3. Choose the item you want from the displayed list of items.

To provide search criteria:

1. Open the folder you want to search.
2. Click **Find**.

3 Select the desired search criteria.

In *Folder Name* folder: Specify information related to the sender, recipient, subject, message, attachment, or category of the items you want to find.

Folders and Libraries: Specify whether you want to find items in all folders, default libraries, or all libraries.

In Contacts: Specify the contacts that you want to find.

Categories: Specify the category of items you want to find. The initial choices are the default categories of **Low priority**, **Urgent**, **Follow-up**, and **Personal**. Click **More** to list additional choices.

Item Type: Select the type of items you want to find: received items, sent items, personal items, or draft items.

Items with Attachments: Select this option to display only items that have attachments.

You might want to limit a find by specifying additional criteria. For more information, see "Narrowing a Global Find" on page 198.

4 Choose the item you want from the displayed list.

7.1.2 Finding Contacts

You do not need to open an address book to find a contact.

1 Open the Contacts folder.
2 Type a name in the **Find** field in the Item List header.
3 Choose the contact you want from the displayed list of items.

To provide search criteria:

1 Open the Contacts folder.
2 Click **Find > In Contacts**.
3 Select the types of contacts you want to search for: contact, group, resource, or organization.
4 Specify information related to the display name, email address, last name, first name, organization, department, or category of the contact you want to find, then click **OK**.
5 Choose the contact you want from the displayed list.

7.1.3 Clearing a Find

1 In the **Find** field in the Item List header, click the **X** to clear the current search criteria and display all items in the folder.

7.1.4 Creating and Saving a Find

1 Open the folder you want to search.
2 Provide search criteria, as described in Section 7.1.1, "Finding Items," on page 195 or Section 7.1.2, "Finding Contacts," on page 196.
3 In the Find In Folder dialog box, click **Save**, type a name, then click **OK** to display the search results of your saved search criteria.

   By default, the name of your customized Find is added to the **Find** drop-down list.
4 Click the **X** to clear the search criteria and display all items in the folder.

7.1.5 Using a Saved Find

1 To select a saved Find, click **Find**, then select your customized Find from the drop-down list.

7.1.6 Deleting a Saved Find

1 Click **Find** in the Item List header.
2 Click **Find in folder** to display the Find in the Folder dialog box.
3 Click **Open** to list your customized Finds.
4 Click the Find you want to delete, then click **Delete**.
5 Click **OK** twice.

7.2 Finding Items Anywhere in Your Mailbox

Global Find (🔎 on the toolbar) is the most detailed search feature in GroupWise. You can create a search query by choosing from a variety of search criteria until you find the item you are looking for. When you search with Global Find, GroupWise compares the whole words in your search criteria and attempts to match them with the words in the search index.

- Section 7.2.1, "Using a Global Find," on page 197
- Section 7.2.2, "Narrowing a Global Find," on page 198
- Section 7.2.3, "Finding an Item by Example," on page 198
- Section 7.2.4, "Saving the Results of a Find," on page 198
- Section 7.2.5, "Finding a Document and Creating a Reference to It in Your Mailbox," on page 198

7.2.1 Using a Global Find

1 Click **Tools** > **Find**.
2 To search for specific text, select **Full Text** or **Subject** from the drop-down list, then type what you are looking for in the field.
3 To search for a name, select **From/Author** or **To/CC** from the drop-down list, then type the name in the field.
4 Select each item type you are looking for, then select each item source you are looking for.
5 To specify a date range, select the **Created or delivered between** check box, then type or select the dates.
6 In the **Look in** list box, click the folders or libraries you want to search in.

   You might need to click the plus sign (+) next to your user folder to expand the folder structure.

   Your folders and library are selected for search by default with a check mark in the box. To speed up your search, deselect any folders you don't want to search.
7 Select **Find folders matching full text** to include folder names in your search, or select **Find items in the trash** to include items in the trash in your search.
8 Select **Find only official document versions** to locate only the official document version of a document with multiple versions.
9 Click **OK** to begin the Find.

Use Advanced Find to make your search more specific. For example, you might want to search for messages from two or three users at once.

7.2.2 Narrowing a Global Find

You can use Find to narrow your search.

- In the first field of the Find dialog box, type the uncommon words you notice in the item. If you search using common words, the results of your search are probably too large to be very helpful.
- To increase the speed of your search, deselect the folders and libraries you know do not contain the item you are looking for. For example, if you know your document is not in Library C, click the plus (+) sign next to **All Libraries** in the **Look in** box, then click *Library C* to deselect it.
- If you are searching for more than one word or want to search for words in a particular field of an item (such as the Subject field), click **Advanced Find** to set up your search. The words you type can be combined with operators to further narrow the search.
- If you cannot find the document or message, check your search criteria for misspelled words. Also check the syntax of your search to ensure that you are telling Find to search for exactly what you want.

7.2.3 Finding an Item by Example

1. Click **Tools** > **Find**, then click the **Find By Example** tab.
2. In the **Item type** drop-down list, click the type of item you want to search for.
3. If you selected **Document** in Step 2, click the library you want to search in the **Library** drop-down list.
4. In each field, specify the information you want to look for.
5. Click **OK** to begin the Find.

7.2.4 Saving the Results of a Find

1. Click **Tools** > **Find**.
2. Perform a Global Find.
3. In the GroupWise Find Results dialog box, click **File** > **Save As Folder**.
4. Type a name for the folder, type a description for the folder, click **Up**, **Down**, **Right**, or **Left** to place your folder where you want it to display in your Folder List, then click **Finish**.

To see your Global Find results at any time, select the folder. For more information, see Section 2.3.6, “Understanding Find Results Folders,” on page 48.

You can update a Global Find folder each time you open it. Ensure that **Find new matching items each time the folder is opened** is selected.

7.2.5 Finding a Document and Creating a Reference to It in Your Mailbox

1. Click **Tools > Find**.
2. On the **Find by Example** tab, click **Document** from the **Item type** drop-down list.
3. Specify the information about the document you want to search for.

4 Click **OK** to begin the Find.

5 In the GroupWise Find Results dialog box, click the document for which you want to create a document reference, then click **OK**.

The GroupWise Find Results dialog box displays only the documents to which you have at least View rights. GroupWise creates a document reference in the current folder. For more information, see Chapter 15, "Document Management," on page 265.

7.3 Using Advanced Find

Use Advanced Find when you want to use very specific and possibly complex search criteria. Advanced Find is available from Find and from Global Find.

- Section 7.3.1, "Composing an Advanced Find," on page 199
- Section 7.3.2, "Selecting Fields in Advanced Finds and Rules," on page 200
- Section 7.3.3, "Using Operators in Advanced Finds and Rules," on page 203
- Section 7.3.4, "Using Wildcard Characters and Switches in Advanced Finds and Rules," on page 206

7.3.1 Composing an Advanced Find

1 Click Find in the Item List header of a folder.

or

Click on the toolbar.

2 Click **Advanced Find**.

3 Select a field in the first drop-down list, click an operator, then type or select a value.

For an explanation of the available fields, see Section 7.3.2, "Selecting Fields in Advanced Finds and Rules," on page 200.

The available operators depend on the field you choose. For information about the operators and their functions, see Section 7.3.3, "Using Operators in Advanced Finds and Rules," on page 203 and Section 7.3.4, "Using Wildcard Characters and Switches in Advanced Finds and Rules," on page 206.

4 Click the last drop-down list, then select an action:

And: Creates a new row. The Find results list items that match the conditions in each row joined by And.

Or: Creates a new row. The Find results list items that match the conditions in either row joined by Or. The items don't need to match the conditions in both rows.

Insert Row: Inserts a new row below the current row and pushes the remaining rows down. Insert Row is useful if you have already created some search criteria and you want to add more criteria in the middle.

Delete Row: Removes the current row from the search criteria.

New Group: Begins a new group of rows. You can then join the groups by an And or Or. If two groups are joined by And, the items must match all conditions in both groups. If two groups are joined by Or, the items must match all conditions in either group, but not necessarily both.

End: Designates the last row of conditions in the search criteria. If you select End in a row that is followed by other rows or groups, the subsequent rows and groups are deleted.

5 Click **OK** to transfer your search criteria to the Find dialog box.

6 (Optional) Click **Save** if you want to store your search criteria for future use.

7 Click **OK** to begin the Advanced Find.

7.3.2 Selecting Fields in Advanced Finds and Rules

This section explains many of the fields available to you when you're creating an Advanced Find or a rule. Other user-defined fields might also be available.

Field Name	This Field Refers to:	Field Criteria Entry
% Complete	The amount of a task that has been finished.	Specify the task completion percentage. You can use equal to, less than, greater than, and so on.
Account	The account used to send an item, or the account the item was received from.	Specify GroupWise, POP3, IMAP, or NNTP.
Assigned Date	The start date of a task.	Depending on the operator, you can specify a time period that the task falls within, or specify an exact date.
Attachment List	Types of attachments such as files, sounds, movies, or OLE objects. Rules that inspect the attachment list for attachments recognize attachments only when the attachments are at the first level of the message. Attachments that are nested further down in the message hierarchy are not recognized by the rule.	Select an attachment from the drop-down list.
Attachments	Attachments containing certain text or phrases that you specify.	Specify attachment text.
Author	The name of the person who authored a document.	Specify the document author's name.
Caller's Company	Text appearing in the **Caller's Company** field of a phone message.	Specify a company name.
Caller's Name	Text appearing in the **Caller** field of a phone message.	Specify a caller name.
Caller's Phone Number	A phone number appearing in the **Phone** field of a phone message.	Specify a phone number.
Category	The category assigned to an item.	Specify an existing category.
Cc	A person's name appearing in the **CC** field of an item.	Specify a **CC** field name.
Completed Date	The date when a user marks a task Completed.	Specify the task completion date. You can use Equal To, or you can use Before or After today's date.
Copy Type	The type of message a user receives (**To**, **CC**, or **BC**).	Select **To**, **CC**, or **BC** from the drop-down list.

Field Name	This Field Refers to:	Field Criteria Entry
Created	The date you clicked the **Send** button or posted a personal item to your Calendar.	Depending on the operator, you can specify a time period that the item falls within, or specify an exact date.
Date Opened	The date a document was last opened.	Depending on the operator, you can specify a time period that the document falls within, or specify an exact date.
Delivered	The date and time that the item appeared in the recipients' Mailboxes.	Depending on the operator, you can specify a time period that the item falls within, or specify an exact date.
Document Created Date	The date the document was created.	Depending on the operator, you can specify a time period that the item falls within, or specify an exact date.
Document Creator	The name of the person who created the document.	Specify the document creator's name.
Document Number	The number of a document.	Specify an integer.
Document Type	The type of a document in the library, such as a form, expense report, or memo.	Specify a document type.
Due / End Date	The date that a task is due, or the end date and time of an appointment.	Depending on the operator, you can specify a time period that the task or appointment falls within, or specify an exact date.
Filename Extension	The file name extension of a document in a library.	Specify a file name extension (for example, `.exe`).
From	The name of a person in the **From** field of an item.	Specify the **From** field.
Item Source	Whether the item was received, sent, posted, or a draft.	Select the item source from the drop-down list.
Item Status	Whether an item has been accepted, completed, opened, read, marked private, or the subject is concealed.	Select the item status from the drop-down list.
Item Type	Types of items such as mail messages, appointments, and so on.	Select the item type from the drop-down list.
Library	The library in which documents are stored.	Select the library from the drop-down list.
Message	Text appearing in the **Message** field of an item.	Type part or all of the **Message** field.
My Subject	Text appearing in the **My Subject** field.	Specify part or all of the **My Subject** text.

Field Name	This Field Refers to:	Field Criteria Entry
Number Accepted	The number of recipients that have accepted an item you sent.	Depending on the operator, you can specify an integer or select a variable from the drop-down list.
Number Completed	The number of recipients that have completed an item you sent.	Depending on the operator, you can specify an integer or select a variable from the drop-down list.
Number Deleted	The number of recipients that have deleted an item you sent.	Depending on the operator, you can specify an integer or select a variable from the drop-down list.
Number Opened	The number of recipients that have opened an item you sent.	Depending on the operator, you can specify an integer or select a variable from the drop-down list.
Number Replied	The number of recipients that have replied to an item you sent.	Depending on the operator, you can specify an integer or select a variable from the drop-down list.
Opened By	The name of the person who last opened this version of a document.	Specify a name.
Personal Attachments	Text in attachments that have been added to received items.	Type the text to search for.
Place	Text appearing in the **Place** field of an appointment.	Type part or all of the **Place** field contents.
Posted By	Name appearing in the **From** field of a personal item.	Specify the **From** field.
Priority	The priority of an item: high, standard, or low.	Select the priority from the drop-down list.
Send Options	Items with a Reply Requested send option.	Select the option from the drop-down list.
Size	The size of an item, including its attachments.	Specify an integer.
Started	The start date of a task. When a task is carried forward to the next day, the start date becomes the new date.	Depending on the operator, you can specify a time period that the task falls within, or specify an exact date.
Subclass	Other items such as forms, custom messages, and C3PO programs.	
Subject	Text appearing in the Subject box of an item.	Specify part or all of the **Subject** field contents.
Task Category	The alphabetical priority of a task (A, B, C, and so on).	Specify a single letter.
Task Priority	The numerical priority of a task (1, 2, 3, and so on).	Specify an integer.

Field Name	This Field Refers to:	Field Criteria Entry
Thread State	The “state” assigned to an item in a message thread.	Specify **Read**, **Watch**, or **Ignore**.
To	A person’s name appearing in the **To** field of an item.	Specify a **To** field name.
Total Recipients	The total number of recipients of an item.	Depending on the operator, you can specify an integer or select a variable from the drop-down list.
Version Created Date	The date a specific version of a document was created.	Depending on the operator, you can specify a time period that the document falls within, or specify an exact date.
Version Creator	The name of the person who created this version of a document.	Specify the document creator’s name.
Version Description	The description of the document version.	Specify a document version description.
Version Number	The version number of the document.	Select the version from the drop-down list, or click **Select Version** and specify the version number.
Version Status	The current status of a document.	Select a status from the drop-down list.
View Name	The name of the view in which you’re creating or reading an item. The view names correspond to the names displayed when you click the down-arrow next to the item view buttons on the toolbar.	Specify a view name.

7.3.3 Using Operators in Advanced Finds and Rules

When you use Advanced Find, as described in Section 7.3.1, “Composing an Advanced Find,” on page 199, the Advanced Find dialog box appears. Select the field in the first drop-down list, then select the operator from the **Operator** drop-down list. The available operators depend on the field you have selected in the first drop-down list.

When you select a field that allows you to type text, such as **Subject**, the following operators are available:

- Contains
- Does Not Contain
- Begins With
- Matches
- Not Equal To

The wildcard characters and switches that these text-based operators support differ depending on the operator. For more information, see Section 7.3.4, “Using Wildcard Characters and Switches in Advanced Finds and Rules,” on page 206.

For more information about each text-based operator and the results they include, as well as all other operators, see the following table:

Operator	Example	Result Includes
= Equal To	Item Type = Mail	Only mail messages.
! Not Equal To	Item Type ! Appointment	All item types except appointments.
		Searches on individual characters. Supports * and ? wildcards. You can include punctuation, white space, and parts of words.
< Less Than	Number Accepted < 4	Items that fewer than 4 recipients accepted.
<= Less Than or Equal To	Number Accepted <= 4	Items that 4 or fewer recipients accepted.
> Greater Than	Number Read > 6	Items that more than 6 recipients read.
>= Greater Than or Equal To	Number Read >= 6	Items that 6 or more recipients read.
= Equal to Field	Number Accepted = Total Recipients	Items where the number of recipients who accepted equals the total number of recipients.
! Not Equal to Field	Number Read ! Number Accepted	Items where the number of recipients who read the item is not equal to the number of recipients who accepted.
< Less Than Field	Number Opened < Total Recipients	Items where the number of recipients who opened the item is less than the total number of recipients.
<= Less Than or Equal to Field	Number Opened <= Total Recipients	Items where the number of recipients who opened the item is less than or equal to the total number of recipients.
> Greater Than Field	Number Opened > Number Deleted	Items in which the number of recipients who have opened the item is greater than the number of recipients who have deleted the item.
>= Greater Than or Equal to Field	Number Opened >= Number Deleted	Items where the number of recipients who have opened the item is greater than or equal to the number of recipients who have deleted the item.
[ ] Includes	Item Status [ ] Completed	Items that have been completed.
! Does Not Include	Item Status ! Accepted	Items that have not been accepted.

Operator	Example	Result Includes
[ ] Contains	From [ ] Bill	Items where the From field contains "Bill," such as items from Bill Jones, Bill Smith, and so on. Searches on entire words. Does not support * and ? wildcard characters. However, does support AND, OR, and NOT switches (with their corresponding punctuation &, |, and !). Quotation marks surrounding a phrase searches for the complete phrase. All other punctuation is ignored. White space is considered an AND.
[x] Does Not Contain	From [x] Bill	Items where the **From** field does not contain “Bill,” such as items from Bill Jones, Bill Smith, and so on. Searches on entire words. Does not support * and ? wildcard characters. However, does support AND, OR, and NOT switches (with their corresponding punctuation &, |, and !). Quotation marks surrounding a phrase searches for the complete phrase. All other punctuation is ignored. White space is considered an AND.
|-> Begins With	To |-> cli	Items where the **To** field begins with “cli” such as “Client Group” or “Clive Winters.” Searches on individual characters. Supports * and ? wildcard characters. You can include punctuation, white space, and parts of words.
= Matches	Subject = customer reports	Items where the **Subject** field reads “Customer Reports.” Searches on individual characters. Supports * and ? wildcard characters. You can include punctuation, white space, and parts of words. For example, with the Subject field, you can use the Matches operator and search for `*report*` and find the subject `Customer Reports`.
= On	Created = Today	Items that were sent today.
>= On or After	Created >= Yesterday	Items that were sent yesterday or later.
> After	Created > Yesterday	Items that were sent later than but not including yesterday.
< Before	Due/End Date < Tomorrow	Tasks that are due before tomorrow.
<= On or Before	Due/End Date <= Tomorrow	Tasks that are due tomorrow or earlier.

Operator	Example	Result Includes
-> Within	Due/End Date -> 3 Day	Tasks that are due between and including today and three days after today.
<- Previous	Due/End Date <- 3 Day	Tasks that were due between and including today and three days before today.
= On Date	Created = 5/29/12	Items that were created on May 29, 2012.
> After Date	Created > 5/29/12	Items that were created after May 29, 2012.
>= On or After Date	Created >= 5/29/12	Items that were created on or after May 29, 2012.
< Before Date	Created < 5/29/12	Items that were created before May 29, 2012.
<= On or Before Date	Created <= 5/29/12	Items that were created on or before May 29, 2012.

7.3.4 Using Wildcard Characters and Switches in Advanced Finds and Rules

The wildcard characters and switches are available in the Advanced Find dialog box and the Define Conditions dialog box only when you select fields that allow you to type text, such as the **Subject** field.

The following table describes the uses for each character or switch, as well as which operators they can be used with.

Wildcard Character(s) and Switches	What the Find or Rule Will Match	Operators That Support the Wildcard Character or Switch
AND, &, or a space	All items that meet two or more conditions. For example, mountain & goat, mountain AND goat, and mountain goat all find items containing the words “mountain” and “goat.”	Contains Does Not Contain
OR or |	All items that meet one of two or more conditions. For example, mountain goat and mountain OR goat both find items containing “mountain” or “goat” or both words.	Contains Does Not Contain
NOT or !	All items containing one condition but not the other. For example, mountain ! goat and mountain NOT goat both find items containing the word “mountain” but not the word “goat.” Items that contain both are not included.	Contains Does Not Contain
"	All text found within quotation marks. For example, “mountain goats” finds all items containing the phrase “mountain goats.” In [] Contains and [x] Does Not Contain operators. It forces the search to include adjacent words.	Contains Does Not Contain

Wildcard Character(s) and Switches	What the Find or Rule Will Match	Operators That Support the Wildcard Character or Switch
?	Matches any one character. For example, jo?n finds all items containing the word “john,”“joan,”“join,” and so on.	Begins With Matches Not Equal To
*	Matches zero or more characters. For example, mountain* finds all items containing the words “mountain,” “mountains,” “mountainous,” and so on.	Begins With Matches Not Equal To

7.4 Finding Text in Items

1 In an open item, click **Edit** > **Find Text**.

2 Type the text you want to search for in the **Find** field.

3 Click **Next** to search for the text you typed.

You can also search for text in the QuickViewer.

7.5 Comparing the GroupWise Find Methods

- Section 7.5.1, “Comparing Search Results,” on page 207
- Section 7.5.2, “Comparing Find Functionality,” on page 208
- Section 7.5.3, “Comparing GroupWise Versions,” on page 209

7.5.1 Comparing Search Results

Like other search engines, the GroupWise search engine creates an index of whole words that are contained in the items being searched. When you search with Global Find, GroupWise compares your search criteria and attempts to match them with the words in the search index. Because Global Find searches for whole words, Global Find does not locate punctuation or partial words, unless you use a wildcard character.

On the other hand, Find recognizes consecutive characters, even if they are not whole words, as long as the characters exist in exactly the same order you enter them in the **Find** field.

For example, if you are looking for an email with “Project status meeting next Tuesday” as the subject, you can search for any or all of the words in the subject in either Find or Global Find.

The following are among the successful search criteria results for this scenario:

Tool	Example	Finds
Global Find (by subject)	`meeting tuesday`	All items with both “meeting” and “tuesday” somewhere in the subject.

Tool	Example	Finds
Global Find (by subject)	`meeting? tuesday`	All items with either "meeting" or "meetings" and "tuesday" somewhere in the subject.
Advanced Find (by subject)	`meeting tuesday`	All items with both "meeting" and "tuesday" somewhere in the subject.
Find	`meeting tuesday`	All items with the characters "meeting tuesday" together in exactly that order in the subject.
Find	`meeting *day`	All items with "meeting" followed immediately by a day of the week in the subject.

7.5.2 Comparing Find Functionality

The following table compares Find, Global Find, and Advanced Find in more detail.

Functionality	Find	Global Find	Advanced Find
Searches throughout your whole mailbox	No	Yes	Yes
Searches within a selected folder	Yes	No	No
Searches on selected item types (message, appointment, task, and so on)	No	Yes	Yes
Searches on specific item statuses (received, sent, personal, draft)	Yes	Yes	Yes
Searches on additional item statuses	No	No	Yes
Searches for items with attachments	Yes	No	No
Searches for contacts	Yes	No	No
Searches by category	Yes	Yes	Yes
Searches in the **From**, **To**, **CC**, and **Subject** fields	Yes	Yes	Yes
Searches by date range	Yes	Yes	Yes
Searches in the text of items	No	Yes	Yes
Searches in attachments	No	Yes	Yes
Searches in documents in libraries	No	Yes	Yes
Searches on whole words in a search index	No	Yes	Yes
Searches on strings and partial words	Yes	No	No
Searches on punctuation (except in message body and attachments)	Yes	No	No
Searches on basic search criteria based on common fields	Yes	Yes	Yes
Searches on complex search criteria based on any field	No	No	Yes
Allows wildcard characters such as "*" and "?"	Yes	Yes	Yes

Functionality	Find	Global Find	Advanced Find
Allows Boolean operators such as AND and OR	No	No	Yes
Saves search criteria for repeated use	Yes	Yes	Yes
Lists saved search criteria in a convenient menu	Yes	No	No

IMPORTANT: For security reasons, none of the GroupWise client search methods searches on the **BC** field.

7.5.3 Comparing GroupWise Versions

GroupWise WebAccess provides the Global Find capability. It does not provide the Find and Advanced Find functionality that is available in the GroupWise client.

For more information, see "Finding Items" in the *18GroupWise WebAccess User Guide*.

8 Notify

Notify is a program that works with GroupWise to alert you when you have new items placed in your mailbox, when your outgoing items are opened, or when you have an upcoming appointment.

- Section 8.1, “Understanding Notify,” on page 211
- Section 8.2, “Starting Notify,” on page 212
- Section 8.3, “Using Notify,” on page 212
- Section 8.4, “Customizing Notify,” on page 213
- Section 8.5, “Being Notified of Someone Else’s Messages,” on page 215
- Section 8.6, “Turning Off Notification,” on page 215

8.1 Understanding Notify

Notify can alert you in four ways: a sound, a dialog box, a small icon, or by launching an application.

Notification Method	What Happens
Notify icon on the Windows taskbar	An envelope appears over the **Notify** icon in the taskbar when you receive a new item or an alarm. If the **Notify** icon doesn’t appear on the taskbar, Notify is not running.
Notify dialog box	The Notify dialog box opens on top of whatever application you are using when you receive a new item or alarm.
Notify sound	Notify plays a system beep or sound file when you receive an item. When you receive an alarm, the sound plays once every five minutes until you clear the alarm from the Notification List.
Notification list	The Notification List is a dialog box that lists all of the new, unopened items and alarms you have received. You can leave it open on your desktop, or you canopen it from the **Notify** icon when you want to see it.

You can receive alarms and notifications for another user if that user gives you rights in the Access List and if you are on the same post office as that user. See Chapter 10, “Mailbox/Calendar Access for Proxy Users,” on page 225. If you are sending messages to non-GroupWise systems, remember that those systems must have status tracking capability in order to return the status of your outgoing message to your GroupWise system.

Notify is installed in the same folder as GroupWise when you run GroupWise Setup. Notify runs minimized in the background while you run other programs.

When Notify is running, the appears in your Windows notification area.

8.2 Starting Notify

NOTE: If you cannot start Notify as described in this section, you should re-install the GroupWise client, then select to install Notify when the GroupWise client is installed. If your GroupWise administrator installed the GroupWise client for you, contact your GroupWise administrator.

There are two ways to start Notify.

- Section 8.2.1, "Starting Notify When GroupWise Starts," on page 212
- Section 8.2.2, "Starting Notify from the Windows Start Menu," on page 212

8.2.1 Starting Notify When GroupWise Starts

You can configure Notify to start when GroupWise is opened, whether you use a shared workstation or your own.

1. In GroupWise, click **Tools** > **Options**.
2. Double-click **Environment**, then click the **General** tab.
3. Select **Launch Notify at startup**.

   This starts Notify when GroupWise starts and closes Notify when GroupWise is closed.
4. Click **OK**, then click **Close**.

8.2.2 Starting Notify from the Windows Start Menu

1. Click the Start icon on the Windows taskbar.
2. Click **All Programs** > **Novell GroupWise** > **Notify**.

To make access easier, you can create a shortcut to Notify on your Windows desktop.

8.3 Using Notify

When you receive a notification, the Notify dialog box displays for 15 seconds and then closes. During that time, you have the following options:

Clear: Clears the notification from your screen. Cleared alarms do not repeat.

Read: Opens the item for you to read.

Delete: Deletes the item without opening it.

Close All: Closes the Notify dialog box. If there are multiple notifications in your Notification List, subsequent notifications do not display.

Close: Closes the Notify dialog box. If there are multiple notifications in your Notification List, the next notification displays.

If a Notify dialog box does not appear when you receive a notification, right-click in the Windows notification area, then click **Read Mail**.

8.4 Customizing Notify

Notify provides several customization options:

- Section 8.4.1, "Setting How Long to Display the Notification," on page 213
- Section 8.4.2, "Setting Notification for New Items," on page 213
- Section 8.4.3, "Setting Which Folders to Check for New Items," on page 213
- Section 8.4.4, "Setting How Often to Check for New Items," on page 214
- Section 8.4.5, "Setting How to Be Notified for Calendar Alarms," on page 214
- Section 8.4.6, "Setting How to Be Notified about Outgoing Message Status," on page 214
- Section 8.4.7, "Setting How to Be Notified about Return Status Messages," on page 215

8.4.1 Setting How Long to Display the Notification

1. Ensure that Notify is running.
2. Right-click the Notify icon on the Windows taskbar, then click **Options**.
3. Click the **Notify** tab.
4. Ensure that **Show dialog** is selected for the item types and priorities you want.
5. Click the **General** tab.
6. Type the number of seconds you want the dialog box to display under **Show Notify dialog for**.

   You can specify up to 32,767 seconds, which is just over nine hours.
7. Click **OK**.

8.4.2 Setting Notification for New Items

1. Ensure that Notify is running.
2. Right-click the Notify icon in the Windows notification area, then click **Options**.
3. Click the **Notify** tab.
4. Select the type of item that you want to set notification for.

   or

   Select **Use same settings for all types** to use the same settings for all items.
5. Select the Notify options for high priority, standard priority, and low priority items:.

   If you select to play a sound, click the folder to browse to and select the sound you want Notify to play.
6. Click **OK**.

In order for the notifications to work, ensure that you are subscribed to the Notify options in **Tools > Options > Security > Notify**.

8.4.3 Setting Which Folders to Check for New Items

You can select multiple folders for Notify to check and send notifications for.

1. Ensure that Notify is running.
2. Right-click the Notify icon in the Windows notification area, then click **Options**.

3 Click the **General** tab.

4 In the **Select folders to check for notifications** list box, Ctrl-click the folders to have Notify check.

You can select any folder in the list, whether it is a shared folder or a folder you own.

5 Click **OK**.

8.4.4 Setting How Often to Check for New Items

1 Ensure that Notify is running.

2 Right-click in the Windows notification area, then click **Options**.

3 Type the number of minutes under **Check for mail every**.

4 Click **OK**.

8.4.5 Setting How to Be Notified for Calendar Alarms

1 Ensure that Notify is running.

2 Right-click in the Windows notification area, then click **Options**.

3 Click the **Alarm** tab.

4 Select whether you want the Notify pop-up dialog box to display.

5 Select whether you want to play a sound.

If you select to play a sound, click the folder to browse to then select the sound you want Notify to play.

6 Select whether you want Notify to launch a program when notifying you.

7 Select whether you want Notify to send the alarm to your pager.

If you select to send the alarm to a pager, you must specify the gateway, service with options, and the PIN. For example, `skytel/b4.12345`.

8 Click **OK**.

8.4.6 Setting How to Be Notified about Outgoing Message Status

1 Ensure that Notify is running.

2 Right-click in the Windows notification area, then click **Options**.

3 Click the **Return Status** tab.

4 Deselect **Use same settings for all types**.

5 Click the **Settings for** drop-down list, then select the item type you want to make selections for.

6 Select how you want to be notified for different status changes of that item type.

7 Click **OK**.

If you are sending messages to non-GroupWise systems, remember that those systems must have status tracking capability in order to return the status of your outgoing message to your GroupWise system.

8.4.7 Setting How to Be Notified about Return Status Messages

1 Ensure that Notify is running.

2 Right-click in the Windows notification area, then click **Options**.

3 Click the **Return Status** tab.

4 Select the type of item that you want to set notifications for.

   or

   Select **Use same setting for all types** to use the same settings for all types of items.

5 Select the following options for items when opened, when accepted, when completed, and when deleted:

   5a Select whether you want the Notify pop-up dialog box to display.

   5b Select whether you want to play a sound. If you select to play a sound, click the folder to browse to and select the sound you want Notify to play.

   5c Select whether you want Notify to launch a program when notifying you.

6 Click **OK**.

8.5 Being Notified of Someone Else's Messages

Notify must be running for you to receive notification of alarms, incoming items, or a change in status of outgoing items.

You can receive notifications for another GroupWise user if he or she has given you appropriate Proxy rights in his or her Access List, if you have added that user's name to your Proxy List in GroupWise, and if your are on the same post office as that user. See Chapter 10, "Mailbox/Calendar Access for Proxy Users," on page 225 for more information.

You cannot receive notification for someone who is in a different post office than you.

1 Click **Tools** > **Options**.

2 Double-click **Security**, then click the **Notify** tab.

3 Type the name of a user for whom you are a proxy.

4 Click **Add User**.

5 Click the user's name in the Notification List.

6 Ensure that **Subscribe to notification** and **Subscribe to alarms** are selected.

   You are automatically subscribed to alarms and notification for yourself. If you deselect **Subscribe to alarms** and **Subscribe to notification** for yourself, you no longer receive alarms and notifications. To reactivate alarms and notifications, repeat Step 1 through Step 6 for your user name.

7 Click **OK**.

8.6 Turning Off Notification

1 Ensure that Notify is running.

2 Right-click in the Windows notification area, then click **Exit**.

Depending upon how you installed and configured GroupWise, Notify might be set to automatically start when you log in to Windows, or when you start GroupWise.

To stop Notify from starting when you log in to Windows:

1 Click **Start** > **All Programs** > **Startup**.
2 Right-click **Notify**, then click **Delete**.
3 Click **Yes** to confirm that you want to delete Notify.

To stop Notify from starting when you start GroupWise:

1 With GroupWise open, click **Tools** > **Options**.
2 Click **Environment > General**.
3 Deselect **Launch Notify at startup**.
4 Click **OK**.

9 Rules

You can automate many GroupWise actions, such as replying when you're out of the office, deleting items, or sorting items into folders, by using Rules to define a set of conditions and actions to be performed when an item meets those conditions.

- Section 9.1, "Understanding Rules," on page 217
- Section 9.2, "Actions a Rule Can Perform," on page 217
- Section 9.3, "Events That Trigger a Rule," on page 219
- Section 9.4, "Creating a Rule," on page 219
- Section 9.5, "Editing a Rule," on page 222
- Section 9.6, "Enabling or Disabling a Rule," on page 222
- Section 9.7, "Running a Rule Manually," on page 222
- Section 9.8, "Deleting a Rule," on page 223

9.1 Understanding Rules

When you create a rule, you must do the following:

- Name the rule.
- Select an event. The event is the trigger that starts the rule.
- Select the types of items that will be affected by the rule.
- Add an action. The action is what you want the rule to do when it is triggered.
- Save the rule.
- Ensure that the rule is enabled.

You can specify many more options to limit which items a rule affects. For example, you can apply a rule to accepted appointments, to items with a certain word in the Subject box, or to items with a high priority. You can then use Define Conditions to limit your rules further. See "Limiting Items Affected by a Rule" on page 221.

9.2 Actions a Rule Can Perform

The following table shows the actions you can perform with rules:

Action	Result
Send Mail	Sends a prepared mail message to the recipients you specify when the rule conditions are met. For example, if you need to inform your boss each time you receive a monthly report from another group of people, you can have a rule send a message as soon as you receive the report.

Action	Result
Forward	Forwards items to one or more users when the rule conditions are met. For example, if you are on a project core team, you can have a rule forward meeting minutes to extended team members. This action forwards the message as a regular message item, with the forwarded message visible in the message.
Forward as Attachment	Forwards items as attachments to one or more users when the rule conditions are met. For example, if you are on a project core team, you can have a rule forward meeting minutes to extended team members.
Delegate	Delegates an appointment, reminder note, or task to another user when the rule conditions are met. For example, if someone is covering for you while you're away from the office, your rule can delegate appointments, tasks, or reminder notes to that person.
Reply	Sends a prepared reply to the sender when the rule conditions are met. For example, if you need to be out of the office for several days, your rule could send a reply to incoming items indicating when you'll be back. You can also use Define Conditions to prevent replies from going to mail list servers and other large groups.
Accept	Accepts an appointment, reminder note, or task when the rule conditions are met. For example, your rule could accept all appointments from a specific individual.
Category	Assigns a category to any item meeting the specified conditions. Categories include Low Priority, Urgent, Follow-up, Personal, and any other user-defined category.
Delete/Decline	Deletes or declines any item when the rule conditions are met. For example, your rule could decline any appointment scheduled for a certain day of the week if you are always unavailable for meetings on that day.
Empty Item	Deletes items from the Trash when the rule conditions are met. For example, your rule could empty items received from a company that routinely sends you junk mail.
Move to Folder	Moves items to a folder when the rule conditions are met. For example, you might want all items with certain words in the Subject box moved to a common folder.
Link to Folder	Links items to one or more folders when the rule conditions are met. Linking an item to a folder lets you view the item from more than one folder. For example, if you have an item that relates to Marketing and Personnel, you can place it in the Marketing folder, and then link it to the Personnel folder. You can then open the item from either folder.
Mark as Private	Marks all items matching the rule conditions as Private. When an item is marked Private, you can restrict your proxies from accessing the item. For example, your rule could mark all items from your family members to be Private.
Mark as Read	Marks all items matching the rule conditions as if they have been read. For example, if you are skimming a reply thread in a shared folder and no longer want to follow the thread, your rule could mark all the items in the thread as if they had been read so they don't sort to the top of the Item List.
Archive	Archives items when the rule conditions are met. For example, your rule could archive all items regarding a certain subject. Archive is not available to use as an action when the triggering event is New Item or Filed Item.
Mark as Unread	Marks all items matching the rule conditions as if they have not been read. For example, you could create a user-activated rule to mark as unread all items you have opened from your manager as a reminder to re-read or act on them.

Action	Result
Stop Rule Processing	Stops other rules from acting on items that meet the rule conditions. Rules are executed in the order they are listed in the Rules dialog box. If other rules would normally affect these items, this rule action prevents the other rules from executing.

9.3 Events That Trigger a Rule

Several events can cause a rule that you create to be activated. In addition, you can limit the items that are affected by a rule. For more information, see "Limiting Items Affected by a Rule" on page 221.

Event	Result
New Item	The rule is triggered when a new item is placed in your GroupWise Mailbox. Clicking **Received** lets only incoming items trigger the rule. Clicking **Sent** lets only items you send trigger the rule. Clicking **Personal** triggers the rule each time you create a personal appointment, reminder note, or task. Clicking **Draft** lets only items marked as unfinished, or draft, trigger the rule.
Filed Item	The rule is triggered when an item is placed in a specific folder. If you do not specify a folder, the rule is triggered when an item is moved to any folder.
Completed Item	The rule is triggered when a task is marked as completed.
Open Folder	The rule is triggered when you open a specific folder. If you do not specify a folder, the rule is triggered when you open any folder.
Close Folder	The rule is triggered when you close a specific folder. If you do not specify a folder, the rule is triggered when you close any folder.
Startup	The rule is triggered when you start GroupWise.
Exit	The rule is triggered when you exit GroupWise.
User Activated	The rule can only be triggered manually by selecting the rule in the Rules dialog box and then clicking **Run**. For example, instead of a rule always moving certain items into a folder, you might want the items to accumulate in your Mailbox until you're ready for them to be moved all at once. To trigger a rule manually, you must first select the items or folders that the rule affects in your Mailbox or Calendar view.

9.4 Creating a Rule

Rules can help you sort your messages, inform others that you're on vacation, or forward your messages to another email account.

If you create a rule in Online mode, the rule is created in Caching mode when your client connects to the GroupWise system to refresh the GroupWise address book. This connection happens at a scheduled interval, as described in "Automatically Downloading Address Books to Your Mailbox" on page 232. You can also initiate the connection manually by clicking **Tools** > **Rules** > **Refresh** while in Caching mode.

- Section 9.4.1, "Creating a Basic Rule," on page 220
- Section 9.4.2, "Creating a Vacation Rule or Auto Reply," on page 220
- Section 9.4.3, "Creating a Rule to Forward All Mail to Another Account," on page 221
- Section 9.4.4, "Creating a Rule that Sends a New Email," on page 221

- Section 9.4.5, “Copying a Rule to Make a New Rule,” on page 221
- Section 9.4.6, “Limiting Items Affected by a Rule,” on page 221

9.4.1 Creating a Basic Rule

1 Click **Tools** > **Rules**, then click **New**.

2 Type a name in the **Rule name** field.

3 Click the **When event is** pop-up list, then click an event to trigger the rule.

4 If you clicked **New Item**, **Startup**, **Exit**, or **User Activated**, click one or more sources for the item. For example, click **Received** and **Personal**.

  or

  If you clicked **Filed Item**, **Open Folder**, or **Close Folder**, click the folder icon, click a folder, then click **OK** to display the folder name.

5 Click one or more types of items you want the rule to act on in the **Item Types** list.

  If you want to further restrict the items affected by the rule, click **Define Conditions**, click the appropriate options, then click **OK**.

  For more information, see Section 7.3.2, “Selecting Fields in Advanced Finds and Rules,” on page 200.

6 Click **Add Action**, then click the action you want the rule to perform.

  Some actions such as Move to Folder and Reply require you to fill in additional information.

7 Click **Save**.

For a rule to function, it must be enabled. See “Enabling or Disabling a Rule” on page 222.

9.4.2 Creating a Vacation Rule or Auto Reply

When you create and activate a vacation rule, GroupWise blocks out your calendar with All Day Events for the dates that you specify and shows you with an Out of Office status. The Vacation Rule widget at the bottom right of the client will also change colors when your vacation rule is active.

1 Click **Tools** > **Vacation Rule...**.

  or

  Click the **Vacation Rule** widget.

2 Select **Turn on my vacation rule**.

  In order for your vacation rule to truly be active, you must select this option and specify a date range. Because the vacation rule is active only within the date range that you specify, leaving this option always selected does not mean that your vacation rule is always active. Your vacation rule expires after the last day in the date range that you specify.

  If you deselect this option before the rule has expired, the All Day Events are deleted from your calendar.

3 Type a subject for the automatic reply.

  Subjects appear in parentheses after the original message subject in the reply. For example, if the subject is “Out of Office reply” and the message “Budget monitoring” is sent to you, the Auto Reply feature returns the subject “Re: Budget monitoring (Out of Office reply).”

4 Type the message that you want to appear in the automatic reply. For example, "Thank you for your message. I am currently out of the office. [and so forth]."

5 Select whether you want to reply to emails from outside your internal network.
6 Specify the dates when the rule will go into effect and when it will end.
7 Click **Save**.

Rules that trigger a reply (such as this vacation rule) keep a record of who a reply has been sent to, and ensure that a reply is sent only once to that user.

9.4.3 Creating a Rule to Forward All Mail to Another Account

1. Click **Tools** > **Rules**, then click **New**.
2. Type a name in the **Rule name** field, such as Forward Rule.
3. Click the **When event is** pop-up list, then click **New Item**.
4. Next to **And items are**, select **Received**. Ensure that no other item source is selected.
5. Select **Mail** under **Item types**.
6. Click **Add Action**, then select **Forward**.
7. Type the address that you want the items forwarded to in the **To** field.
8. Type a subject you want to use for forwarded items. For example, Fwd:.
9. (Optional) Type the name of a filter to use for forwarded items.
10. (Optional) Type a message for all forwarded items.
11. Click **OK**.
12. Click **Save**, verify that the rule has a check mark next to it indicating that it is enabled, then click **Close**.

9.4.4 Creating a Rule that Sends a New Email

1. Click **Tools** > **Rules**, then click **New**.
2. Click **Add Action**, then select **Send Mail**.
3. In the New Mail Item form, fill in any relevant fields.

   You must at least specify a recipient for the new email.
4. Click **OK**.

9.4.5 Copying a Rule to Make a New Rule

1. Click **Tools** > **Rules**.
2. Click the rule you want to copy, then click **Copy**.
3. Type the name of the new rule.
4. Make changes to the rule.
5. Click **Save**.

9.4.6 Limiting Items Affected by a Rule

Use **Define Conditions** to further limit the items affected by a rule.

1. In the Rules dialog box, click **Define Conditions**.
2. Click the first drop-down list, then click a field.

For more information about the options that you can choose from, see Section 7.3.2, “Selecting Fields in Advanced Finds and Rules,” on page 200.

3 Click the operator drop-down list, then click an operator.

   To learn how to use operators, see “Using Advanced Find” on page 199.

4 Type the criteria for the rule.

   or

   If a drop-down list is provided, click the drop-down list, then click existing criteria.

   If you type criteria, such as a person’s name or a subject, you can include wildcard characters such as an asterisk (*) or a question mark (?). Text you type is not case-sensitive.

   To learn more about wildcard characters and switches, see “Finding Items Anywhere in Your Mailbox” on page 197.

5 Click the last drop-down list, then click **End**.

   or

   Click the last drop-down list, then click **And** or **Or** to further limit the items affected by the rule.

9.5 Editing a Rule

1 Click **Tools** > **Rules**.
2 Click the rule you want to edit, then click **Edit**.
3 Make changes to the rule.
4 Click **Save**.

If you edit a rule in Online mode, the rule is updated in Caching mode when your client connects to the GroupWise system to refresh the GroupWise address book. This connection happens at a scheduled interval, as described in “Automatically Downloading Address Books to Your Mailbox” on page 232. You can also initiate the connection manually by clicking **Tools** > **Rules** > **Refresh** while in Caching mode.

9.6 Enabling or Disabling a Rule

A rule must be enabled before it can be triggered. When you disable a rule, the rule cannot be triggered. However, the rule is still listed in the Rules dialog box so that you can enable it when you need it again.

1 Click **Tools** > **Rules**.
2 Click the rule you want to enable or disable.
3 Click **Enable** or **Disable**.

   An enabled rule has a check mark in the box.

9.7 Running a Rule Manually

1 Click the items or folders that you want affected by the rule.
2 Click **Tools** > **Rules**.
3 Click the rule you want to run.
4 Click **Run**, then click **Close**.

The rule actions occur after you close the Rules dialog box.

9.8 Deleting a Rule

1 Click **Tools** > **Rules**.
2 Click the rule you want to delete, click **Delete**, then click **Yes**.

10 Mailbox/Calendar Access for Proxy Users

Use Proxy to manage another user's Mailbox and Calendar. Proxy lets you perform various actions, such as reading, accepting, and declining items on behalf of another user, within the restrictions the other user sets. As a proxy user, you do not need the mailbox owner's password because the mailbox owner grants you the access rights he or she wants you to have in the mailbox. There is currently no limit to the number of proxy accounts you can allow or manage.

IMPORTANT: You can proxy for a user in a different post office or domain, as long as that person is in the same GroupWise system. You cannot proxy for a user in a different GroupWise system.

- Section 10.1, "Understanding Proxy Access," on page 225
- Section 10.2, "Granting Proxy Rights as a Mailbox Owner," on page 225
- Section 10.3, "Protecting Private Items as a Mailbox Owner," on page 226
- Section 10.4, "Becoming a Proxy User in Another User's Mailbox," on page 227

10.1 Understanding Proxy Access

Keep the following in mind when setting up Proxy access to your mailbox:

- Proxies cannot see the contacts within your Contacts folder at any time.
- Proxies cannot archive items from your mailbox. This is because the archive directory is typically a local directory that a proxy cannot access.
- After a proxy user opens a mail message, the message is displayed as having been opened to both the proxy user and the mailbox owner. If a mailbox owner wants messages that have been opened by a proxy user to be displayed as not having been read, the mailbox owner can ask the proxy user to mark items as Unread after the proxy user has viewed a message. There is no way for a mailbox owner to know if a proxy user has read a message.
- Appointments scheduled by proxy users are not automatically accepted in the mailbox owner's calender. This enables the mailbox owner to review any appointments sent by proxies before choosing whether to accept or decline them.

10.2 Granting Proxy Rights as a Mailbox Owner

Before you can act as a proxy for someone, that person must give you proxy rights in his or her Access List. As a mailbox owner, you can assign each user different rights to your calendaring and messaging information. For example, if you want to let users view specific information about your appointments when they do a busy search on your Calendar, give them Read access for appointments.

See Section 10.1, "Understanding Proxy Access," on page 225 for a list of functionality differences when you use proxy access.

To grant another user proxy rights to your mailbox:

1 Click **Tools** > **Options**.
2 Double-click **Security**, then click the **Proxy Access** tab.
3 To add a user to the list, type the name in the **Name** field; when the full name appears, click **Add User**.
4 Click a user in the Access List.
5 Select the rights you want to give to the user.

   Read: Read items you receive.

   Write: Create and send items in your name, including applying your signature (if you have one defined). Assign categories to items, change the subject of items, perform tasklist options on items, and delete items.

   Subscribe to my alarms: Receive the same alarms that you receive. Receiving alarms is supported only if you and the proxy are on the same post office.

   Subscribe to my notifications: Receive notifications when you receive items. Receiving notifications is supported only if you and the proxy are on the same post office.

   Read items marked private: Read the items you marked Private. If you don't give a proxy Private rights, all items marked Private in your Mailbox are hidden from that proxy.

   Modify: You can select which options the proxy user can change. If Options is selected, the proxy user can modify any options except Security options. The Security options box is only available if Options is selected. If Security options is selected, the proxy user has access to change your password, notifications, proxy access, and send options. If given Rules rights, the proxy can edit any of your rules. If given Folders rights, the proxy user can create or modify folders.
6 Repeat Step 4 and Step 5 to assign rights to each user in the Access List.

   You can select **All User Access** in the Access List and assign rights to all users in the Address Book. For example, if you want all users to have rights to read your mail, assign Read rights to All User Access.
7 To delete a user from the Access List, click the user, then click **Remove User**.
8 Click **OK**.

10.3 Protecting Private Items as a Mailbox Owner

You can limit a proxy's access to individual items in your Mailbox or Calendar by marking items Private.

When you mark an item Private, you prevent proxies who lack the correct rights from opening it. Proxies cannot access items marked Private unless you give them those rights in your Access List.

If you mark an item Private when you send it, neither your proxies nor the recipient's proxies can open the item without rights. If you mark an item Private when you receive it, it cannot be read by your unauthorized proxies, but it can be read by the sender's proxies. Appointments marked Private display in Busy Search according to the status you selected when you accepted the appointment.

1 In an open item, click **Actions** > **Mark Private**.

   or

   In your Calendar, click an item in the Appointments, Reminder Notes, or Task List, then click **Actions** > **Mark Private**.

It is also possible to set up a rule to automatically mark an item as Private when it is moved into a certain folder or calendar. For example, if you want to keep all items in a sub-calendar private, you can assign a rule to mark all items in that calendar as Private. For more information on creating a rule, see "Creating a Rule" on page 219.

10.4 Becoming a Proxy User in Another User's Mailbox

1 In the Main Window or Calendar, click **File** > **Proxy**.

  or

  Click the **Mode Selector** icon, then click **Proxy**.

2 To add a user, type the name in the **Name** field, then click **OK**.

  The user's Mailbox is opened. The name of the person for whom you are acting as proxy is displayed at the top of the Folder List.

  See Section 10.1, "Understanding Proxy Access," on page 225 for a list of functionality differences when you use proxy access.

  If the user has not yet given you proxy rights in his or her Access List, the user's name is added to the Proxy List, but the user's Mailbox is not opened.

3 To return to your own Mailbox, click the folder list header drop-down list, then click your name.

TIP: You can work with several Mailboxes open at one time. (Click **Window**, click **New Main Window**, then switch to the Mailbox you want.) You can tell the Mailboxes apart by looking for the Mailbox owner's name, which appears as the root folder label for each Mailbox.

To remove a user from the Proxy List:

1 In the Main Window or Calendar, click **File** > **Proxy**.

  or

  Click the **Mode Selector** icon, then click **Proxy**.

2 Click the name you want to delete, then click **Remove**.

Removing a user from your Proxy List does not remove your rights to act as proxy for that user. The user whose Mailbox you access must change your rights in his or her Access List.

11 Caching and Remote Modes

You can store a copy of your mailbox (including your messages and other information) on your local drive in two different ways. Caching mode reduces network traffic because it doesn't require continuous access to the network. Remote mode allows you to specify the type of connection you have, and also allows you to restrict how much information is retrieved.

- Section 11.1, "Using Caching Mode," on page 229
- Section 11.2, "Using Remote Mode," on page 234

To see how to back up your mailbox while in Remote or Caching mode, see Section 16.6, "Backing Up Email," on page 275.

11.1 Using Caching Mode

Caching mode stores a copy of your network mailbox, including your messages and other information, on your local drive. This allows you to use GroupWise whether or not your network or Post Office Agent is available. Because you are not connected to the network all the time, this mode cuts down on network traffic and has the best performance. A connection is made automatically to retrieve and send new messages. All updates are performed in the background so that your work is not interrupted.

You should use this mode if you have enough disk space on your local drive to store your mailbox.

- Section 11.1.1, "Understanding Caching Features," on page 229
- Section 11.1.2, "Setting Up Your Caching Mailbox," on page 230
- Section 11.1.3, "Changing to Caching Mode," on page 230
- Section 11.1.4, "Setting Caching Properties," on page 230
- Section 11.1.5, "Working in Caching Mode," on page 231
- Section 11.1.6, "Changing the Download Interval Time for Your Caching Mailbox," on page 231
- Section 11.1.7, "Synchronizing Your Caching Mailbox with Your Online Mailbox," on page 231
- Section 11.1.8, "Opening a Different Version of a Document in Your Caching Mailbox," on page 233
- Section 11.1.9, "Viewing Pending Requests," on page 233
- Section 11.1.10, "Displaying Connection Status," on page 233

11.1.1 Understanding Caching Features

Most GroupWise features are available in Caching mode, with the exception of subscribing to other users' notifications.

Several users can set up their Caching Mailboxes on a single shared computer.

If you run Caching Mode and Remote Mode on the same computer, the same local mailbox (also called the Caching Mailbox or Remote Mailbox) can be used to minimize disk space usage. For information about Remote mode, see Section 11.2, "Using Remote Mode," on page 234.

If disk space is limited, you can restrict the items that are downloaded to your local mailbox. You can specify to get the subject line only or specify a size limit.

Your GroupWise administrator can specify settings that do not allow you to use Caching mode or that require you to use only Caching mode.

11.1.2 Setting Up Your Caching Mailbox

Setting up a Caching Mailbox requires enough disk space (either on your local hard drive or another network drive) to store all the data in your mailbox.

1. Ensure that GroupWise is installed on the computer where you want to set up your Caching Mailbox.
2. Click **File** > **Mode** > **Caching**.

   or

   Click **Caching** on the drop-down list above the Folder List.
3. Type the path for your Caching Mailbox, then click **OK**.

   GroupWise automatically updates the Caching Mailbox with an image of the Online Mailbox. The initial update or “priming” should not be interrupted until it is complete. You are prompted to restart GroupWise to change to the Caching Mode.

   After the Caching Mailbox is primed, you might want to run GroupWise in Caching Mode without changing modes from Online to Caching.

   GroupWise automatically starts in the mode that it was last in.

11.1.3 Changing to Caching Mode

To change to Caching mode from any other mode:

1. Click the **Mode Selector** icon , then click **Caching**.

   If your Caching mailbox is not located at the location currently specified in the **Caching mailbox directory** field (under **Tools > Options > Environment > File Location**), you are prompted for the location. This could happen if you run GroupWise on a workstation that is shared by multiple GroupWise users who have local Caching mailboxes.

   If your Caching mailbox password is different from your Online mailbox password, you are prompted for your Caching mailbox password. For more information, see Section 16.2, “Managing Mailbox Passwords,” on page 268.
2. When you are asked to restart GroupWise, click **Yes**.

   When GroupWise restarts, you are in Caching mode.

11.1.4 Setting Caching Properties

You can set properties that determine how your caching mailbox functions.

1. In Caching mode, click **Accounts > Account Options > Properties > Advanced**.
2. Ensure that the IP address and port are correct.
3. To change the password, click **Online Mailbox password**, type the old password, type the new password twice, then click **OK**.
4. Select whether to get only the subject line, get the contents of mail messages regardless of size, or to get the contents of any messages smaller than the sizes you specify.

This option helps you limit the size of messages you retrieve from your mailbox. Limiting the size of messages speeds download times and preserves space; however, you might not get the complete message.

5 Select whether to synchronize options between the caching mailbox and your online mailbox.

6 Specify whether (and when) to refresh your address books and rules.

7 Click **OK**.

11.1.5 Working in Caching Mode

Some GroupWise features work slightly differently in Caching mode than they do in Online mode.

- Unless the administrator has enabled External Accounts, the Accounts menu is only displayed in Caching mode.
- In the Sent Items folder, the number in square brackets shows how many items are pending to be sent from Caching mode. If you try to exit GroupWise while items are pending, a message warns you that you have unsent items.
- If you change any mailbox options under **Tools > Options** while working in Caching mode, the settings are transferred to your Online mailbox.
- Changes in shared folders are updated whenever you connect to the master GroupWise system.
- Changes in shared calendars are updated whenever you connect to the master GroupWise system.
- When items are archived from your Caching mailbox, they are also removed from your Online mailbox during the next synchronization.
- If you have a POP3 or IMAP4 account, you have the option of having the account available in Caching mode but not in Online mode. See Section 12.4.2, “Using POP3 and IMAP4 Accounts in Remote and Caching Modes,” on page 249.
- Subscribing to other users’ notifications is not available in Caching mode.

11.1.6 Changing the Download Interval Time for Your Caching Mailbox

You can specify how often GroupWise refreshes the items in your GroupWise Caching mailbox.

1 Click **Accounts** > **Account Options**.

2 Click **General Options**.

3 In the **Send/Retrieve All Marked Accounts every x minutes** field, specify the number of minutes to refresh the accounts.

4 Click **OK**.

11.1.7 Synchronizing Your Caching Mailbox with Your Online Mailbox

You can synchronize your Caching Mailbox items, rules, addresses, documents, and settings with your Online Mailbox.

- “Synchronizing Items” on page 232
- “Synchronizing Rules” on page 232

- "Retrieving Addresses from an Address Book" on page 232
- "Automatically Downloading Address Books to Your Mailbox" on page 232
- "Simultaneously Updating All Items in Your Caching Mailbox" on page 232
- "Working with Library Documents in Caching Mode" on page 233

Synchronizing Items

1 To synchronize items, click **Accounts** > **Send/Retrieve** > **GroupWise**.

Synchronizing Rules

1 To synchronize rules, click **Tools** > **Rules**, then click **Refresh**.

Retrieving Addresses from an Address Book

You can retrieve addresses from the GroupWise Address Book or from personal address books.

- "Retrieving Addresses from the Groupwise Address Book" on page 232
- "Retrieving Addresses from a Personal Address Book" on page 232

Retrieving Addresses from the Groupwise Address Book

1 Click **Tools** > **Address Book**.

2 Click **View** > **Retrieve Groupwise Address Book**.

Retrieving Addresses from a Personal Address Book

1 Click **Tools** > **Address Book**.

2 Click **View** > **Retrieve Personal Address Books**.

Automatically Downloading Address Books to Your Mailbox

To specify that the Groupwise Address Book, your personal address books, and rules be downloaded to your Caching Mailbox on a regular basis:

1 Click **Accounts** > **Account Options**.

2 Click your GroupWise account, then click **Properties**.

3 Click the **Advanced** tab, then select **Refresh address books and rules every "x" days**.

4 Specify how often you want the address books and rules to be refreshed, then click **OK**.

Simultaneously Updating All Items in Your Caching Mailbox

1 Click **Tools** > **Retrieve Entire Mailbox**.

Updating your entire Caching Mailbox can take a lot of time and bandwidth (just like the initial "priming" of your Caching Mailbox) and can monopolize resources in your client and at the server. You should use this complete synchronization sparingly, such as for suspected database corruption of your Caching Mailbox.

Working with Library Documents in Caching Mode

If you have GroupWise Library documents in your Mailbox, marking a document as In Use prevents others from modifying the document. If you don't mark a document as In Use, someone can edit it while you have the copy in your Caching Mailbox. If you then edit the document and return it to the Master Library, your document is saved as a new version and the edits are not saved to the other version. If you don't plan to edit a document, don't mark it In Use. When you exit an In Use document, you're asked to send the document to the Master Library and mark it as Available. If you are finished with the document, mark it **Available** to allow others to edit it.

11.1.8 Opening a Different Version of a Document in Your Caching Mailbox

1. Click a document in your Caching Mailbox.
2. Click **Actions** > **Versions** > **Version List**.
3. Click **Remote Libraries** to display the versions you previously retrieved into your Caching Mailbox.

   or

   Click **Master Libraries** to display the versions available in your master GroupWise system.

   If you choose to search the Master Libraries, you can connect to your GroupWise system immediately or save the search request until you are ready to connect later.
4. Click the versions you want to open in the **Versions** list box.
5. Click **Actions** > **Open**.

11.1.9 Viewing Pending Requests

Whenever you perform an action that requires information to be sent from your Caching Mailbox to your Online Mailbox, GroupWise creates a request that is placed in the **Pending Requests** list. When you connect to your GroupWise system, all the requests are sent to your Online Mailbox. Use **Pending Requests** to check for outstanding requests.

1. Click **Accounts** > **Pending Requests**.

In Caching mode, GroupWise immediately uploads send requests and other important messages. If a Caching request hasn't been processed yet, you can delete it by clicking the request and then clicking **Delete**. Only requests that haven't been sent to the GroupWise system and have the Waiting to be Sent status can be deleted. If you have already sent a request to the GroupWise system, you cannot cancel the request.

11.1.10 Displaying Connection Status

By default, the Connection Status window is not displayed in Caching mode, but you can display it by clicking **Accounts** > **Show Status Window**.

11.2 Using Remote Mode

Remote mode is familiar to GroupWise users who use Hit the Road. Similar to Caching mode, a copy of your network mailbox (or the portion you specify), is stored on your local drive. You can retrieve and send messages on a periodic basis with the type of connection you specify (modem, network, or TCP/IP). If you do not want a complete copy of your network mailbox, you can restrict what is retrieved, such as only new messages or only message subject lines.

Your GroupWise administrator can specify settings that do not allow you to use Remote mode.

- Section 11.2.1, "Preparing to Use Remote Mode," on page 234
- Section 11.2.2, "Setting a Remote Password," on page 241
- Section 11.2.3, "Understanding Remote Connection Types," on page 241
- Section 11.2.4, "Understanding Remote Features," on page 241
- Section 11.2.5, "Sending Remote Requests," on page 241
- Section 11.2.6, "Processing Remote Requests," on page 241
- Section 11.2.7, "Sending and Retrieving Items in Remote Mode," on page 242
- Section 11.2.8, "Allowing Offline Send/Receive," on page 246

11.2.1 Preparing to Use Remote Mode

Use Hit the Road on the Tools menu (or switch from Online mode to Remote mode) to create, set up, or update your Remote Mailbox. Your local mailbox is created on your local drive, and any current connections are detected and set up. If you have already used Caching mode, your local mailbox has already been created.

You can also use Hit the Road to create setup files on a disk to set up your Remote Mailbox on a computer that is not connected to the network.

Several users can set up their Remote Mailboxes on a single shared computer.

- "Setting Up Your Remote Mailbox" on page 234
- "Setting Up Multiple Remote Mailboxes on a Shared Computer" on page 235
- "Configuring Your Remote Connections" on page 236
- "Specifying Remote Properties" on page 239

Setting Up Your Remote Mailbox

If you switch from Online mode to Remote mode, you can enter the path to the Remote Mailbox. If this path does not exist, Hit the Road runs automatically. The following steps explain how to set up your Remote Mailbox by using Hit the Road.

1. Ensure that GroupWise is installed on the computer where you want to set up your Remote Mailbox.
2. Ensure that you have a password on your Online Mailbox.
3. Run GroupWise, in Online mode, in your office on your docked laptop or a workstation.
4. Click **Tools** > **Hit the Road**.
5. Type your Mailbox password, then click **OK**.
6. To create your Remote Mailbox on the docked laptop that is currently connected to the network with your Online GroupWise system, click **This Machine**, then click **Next**.

If you click **This Machine** and GroupWise is not installed on the docked laptop, you are prompted to install GroupWise. To use GroupWise away from your office, click **Yes** to install GroupWise on the computer you're traveling with. Continue with Step 7.

or

To create a setup diskette for another computer, such as your home computer, click **Another Machine**, then click **Next**. Have a diskette ready. When your setup diskette is created, insert it into the computer where you want to set up your Remote Mailbox (such as your home computer), then run `setup.exe` from the diskette. Go to Step 10.

7. Type the path for your Remote Mailbox, then click **Next**.
8. Select the phone numbers you use to connect to your Online Mailbox, then click **Next**.
9. Select the items you want to copy to your Remote Mailbox, then click **Finish**.
10. Exit GroupWise.
11. Right-click the Windows desktop, then click **New** > **Shortcut**.
12. Type `c:\Program Files\Novell\GroupWise\grpwise.exe /pr-`*`path_to_remote_mailbox`*.

    The path is the path you typed in Step 7.
13. Click **Next**.
14. Type a name for the shortcut, such as Remote.
15. Click **Finish**.

    After setting up your Remote Mailbox, you can begin sending and retrieving items and address book information from your Online Mailbox.

Setting Up Multiple Remote Mailboxes on a Shared Computer

These steps should be completed by each user who is setting up a Remote Mailbox on the shared computer.

1. Run GroupWise in Online mode, then click **Tools** > **Hit the Road**.
2. If prompted, enter your password.
3. To create a Remote Mailbox setup disk, click **Another Machine**.
4. Follow the steps in the Hit the Road Wizard, inserting a blank disk in the last step to save the setup files.
5. Log in to Windows on the shared computer, using a unique user name.
6. Insert the setup disk into the shared computer, then run `setup.exe` from the disk.

    Ensure that GroupWise is installed on the shared computer.
7. Select a folder for your Remote Mailbox files, then click **OK**.

    This folder should not be shared with other users.
8. To run GroupWise against your Remote Mailbox, each user should log in to Windows with a unique user name before starting GroupWise.

Configuring Your Remote Connections

When you run GroupWise in Remote mode, you can connect to your Online GroupWise system through a modem connection, a network (direct) connection, or a TCP/IP connection. When you use Hit the Road to set up your Remote Mailbox, GroupWise creates the appropriate connections based on how you are currently running GroupWise. You can create new connections, as well as change or delete existing ones.

- "Connections" on page 236
- "Creating a Modem Connection" on page 237
- "Creating a TCP/IP Connection" on page 238
- "Creating a Network Connection" on page 238
- "Copying a Remote Connection" on page 238
- "Editing a Remote Connection" on page 238
- "Deleting a Remote Connection" on page 238
- "Specifying Your Remote Location" on page 238

Connections

You can switch among connection types if there are no pending requests on the connection you are switching from. For example, if you're retrieving and sending items with a network connection and you disconnect before the transmission is complete, you should not switch to a modem connection to process the requests. Complete the original requests with the original connection.

Modem Connections

When you connect with a modem connection, you dial in to your Online GroupWise system over a phone line. You need to set up dialing information for each remote location. For example, in a hotel you often need to dial 9 to access an outside line, but at home you don't. Each of these situations requires a separate remote location. For more information about setting dialing properties for each remote location, see your Windows documentation.

TCP/IP Connections

TCP/IP connections use an IP address and port to connect to your Online GroupWise system. If you use a toll-free Internet provider while you're away from your office, you can avoid phone charges by using a TCP/IP connection. In addition, you don't need to exit an Internet connection and hang up the phone to connect to your Online GroupWise system via a modem connection. You can use the same Internet connection to connect to your Online GroupWise system.

Network (Direct) Connections

When you're at the office, you can run GroupWise in Remote mode with a network connection. A network connection is useful for quickly retrieving large amounts of information, such as your GroupWise Address Book.

Connection Status

When you use Hit the Road to update your Remote Mailbox before leaving the office or when you send and retrieve items remotely, the Connection Status window displays. This window lets you monitor the information transfer between your Online GroupWise system and your Remote Mailbox.

To display detailed connection information, use **Show Log**. To display the number of requests the Online GroupWise system needs to process, use **Requests**. To stop the information transfer anytime, use **Disconnect**.

In addition to the Connection Status window, the icon in the Windows taskbar indicates the status of your connection.

Icon	Means
	You are connected.
	You are disconnected.
	You are sending items.
	You are receiving items.

Connection Log

Use the Connection Log to display connection information and to troubleshoot connection problems. This log includes information about connection time, error messages, and so forth.

GroupWise uses three Connection Log files to log the connection information: `remote1.log`, `remote2.log`, and `remote3.log`. GroupWise uses the next log file each time you run GroupWise in Remote mode.

Creating a Modem Connection

Contact your GroupWise administrator for your gateway's phone number, login ID, and password.

1. In Remote mode, click **Accounts** > **Send/Retrieve** > **GroupWise Options**.
2. Click **Configure**, click **Connect To**, then click **New**.
3. Ensure that **Modem** is selected, then click **OK**.
4. In the **Connection name** field, type a description.
5. Click the country code, then type the area code and phone number for the gateway to your GroupWise system.
6. Type the gateway login ID.
7. Click **Password**, type the gateway password, click **OK**, retype the password, then click **OK**.
8. Click the **Advanced** tab.
9. If your modem requires a script, click **Edit Script**, then specify the necessary When Given and Respond With commands.

   To save the script without changing its file name, click **Save**, then click **Close**.

   or

   To save the script with a new file name, click **Save As**, then click **Close**.
10. To retrieve an existing script file, click , select the script file, then click **Open**.
11. Click a disconnect method.
12. In the **Attempts** field, specify the number of times to redial if the line is busy.
13. In the **Retry interval** field, specify the time interval between each redial attempt.
14. Click **OK**, then click **Close**.

Creating a TCP/IP Connection

1. In Remote mode, click **Accounts** > **Send/Retrieve** > **GroupWise Options**.
2. Click **Configure**, click **Connect To**, then click **New**.
3. Click **TCP/IP**, then click **OK**.
4. Type a descriptive name for the TCP/IP connection.
5. Type the IP address and port information provided by your GroupWise administrator.

   Instead of an IP address, you can also type the DNS (Domain Name System) hostname in the **IP Address** field. Check with your GroupWise administrator.
6. Click a disconnect method, click **OK**, then click **Close**.

Creating a Network Connection

1. In Remote mode, click **Accounts** > **Send/Retrieve** > **GroupWise Options**.
2. Click **Configure**, click **Connect To**, then click **New**.
3. Click **Network**, then click **OK**.
4. Type a descriptive name for the network connection.
5. Type the path to any post office directory in your GroupWise system.

   Contact your GroupWise administrator for the path to your post office. You can also connect to any post office in your GroupWise system to access your Online Mailbox. You don't need to connect to the post office containing your Online Mailbox.
6. Click a disconnect method, click **OK**, then click **Close**.

Copying a Remote Connection

1. In Remote mode, click **Accounts** > **Send/Retrieve** > **GroupWise Options**.
2. Click **Configure**, click **Connect To**, click the connection, then click **Copy**.
3. Modify the connection, then click **OK**.

Editing a Remote Connection

1. In Remote mode, click **Accounts** > **Send/Retrieve** > **GroupWise Options**.
2. Click **Configure**, click **Connect To**, click the connection, then click **Edit**.
3. Make the necessary changes, then click **OK**.

Deleting a Remote Connection

1. In Remote mode, click **Accounts** > **Send/Retrieve** > **GroupWise Options**.
2. Click **Configure**, click **Connect To**, then click the connection.
3. Click **Delete**, then click **Yes**.

Specifying Your Remote Location

1. In Remote mode, click **Accounts** > **Send/Retrieve** > **GroupWise Options**, then click **Configure**.
2. To select your remote location, click the **Connecting from** drop-down list, then click the remote location.
3. To change the dialing properties of your modem, click **Connect From**, specify changes in the Dialing Properties dialog box, then click **OK**.

For help on specifying dialing properties, see your Windows documentation.

Specifying Remote Properties

You can change the way Remote mode is set up (including your connection), time zone, how often to send and retrieve items, system information, delete options, signature, and so forth, in Remote Properties. For information about changing your connections, see "Configuring Your Remote Connections" on page 236.

- "Specifying Time Zone Settings" on page 239
- "Sending and Retrieving Items at Regular Intervals" on page 239
- "Specifying User and System Information for Your Remote Mailbox" on page 240
- "Changing Remote Delete Options" on page 240
- "Changing Your Signature" on page 240

Specifying Time Zone Settings

The items in your Calendar are scheduled according to the time zone settings in the Windows Date/Time Properties. You can access this dialog box in Remote Properties on the **Server** tab. If you use GroupWise in another time zone, you can change to that new time zone so that your scheduled items reflect the time zone difference.

Typically, if you're leaving your office for several days, you will use your Calendar information to attend and schedule appointments. Therefore, you need to use the local time zone. However, if you're leaving your office for a short time, (for example, a day), you will probably keep the same time zone as your GroupWise system.

If you change the time zone settings, be sure to change your computer's clock to match the new time zone.

1. In Remote mode, click **Tools** > **Options**, then double-click **Accounts (Remote)**.
2. Click the remote account, click **Properties**, then click the **Server** tab.
3. Click **Time Zone**, click the current time zone, then click **OK**.
4. Click **Time Zone**, click the **Date & Time** tab, change your computer's clock to match the new time zone, then click **OK**.

For more information about using Date/Time Properties, see your Windows documentation.

Sending and Retrieving Items at Regular Intervals

1. In Remote mode, click **Tools** > **Options**, then double-click **Accounts (Remote)**.
2. Ensure that the remote account is marked with a check mark.
3. Click **General Options**.
4. Select **Send/Retrieve All Marked Accounts every __ minutes**, then specify the number of minutes.
5. Click **OK**.

For this option to work, your computer must stay connected to the network or phone line, depending on the connection you're using.

To quickly turn this option on and off, click **Accounts** > **Auto Send/Retrieve**. It is active when a check mark is displayed.

Specifying User and System Information for Your Remote Mailbox

1. In Remote mode, click **Tools** > **Options**, double-click **Accounts (Remote)**, then click **General Options**.
2. In the **Display name** field, type your first and last name.

   This name appears in the **From** field of an item you send to someone. The name is also used as your user folder name.
3. Click **OK**.
4. Click the remote account, click **Properties**, then click the **Server** tab.
5. Type your GroupWise user name.
6. Type the domain name of your Online Mailbox.
7. Type the post office name of your Online Mailbox.
8. To change the password for your Online Mailbox, click **Online Mailbox Password**, type your Online Mailbox password, then click **OK**. Specify the new password in both fields, then click **OK**.

   If your administrator has turned on LDAP authentication, read and follow the additional information about your Online Mailbox password that is provided in this dialog box.

   Your Online Mailbox must have a password before you can use Remote mode. If you have not assigned a password to your Online Mailbox, do so in Security Options while running GroupWise in your office.

Changing Remote Delete Options

By default, if you delete an item from your Remote Mailbox, the item is deleted from your Online mailbox the next time you connect. You can change the deletion options in Remote Properties so that an item that is deleted from your Remote Mailbox stays in your Online mailbox or vice versa.

1. Click **Tools** > **Options**, then double-click **Accounts (Remote)**.
2. Click the remote account, click **Properties**, then click the **Advanced** tab.
3. Make your changes, then click **OK**.

NOTE: This process does not apply to Caching mode. GroupWise automatically synchronizes the deletions between the Online and Caching modes.

Changing Your Signature

The signature you specify for Remote mode is the same signature that is used for Online mode. You can specify this signature in Remote Properties.

1. Click **Tools** > **Options**, then double-click **Accounts (Remote)**.
2. Click the remote account, click **Properties**, then click the **Signature** tab.
3. Change your signature text.
4. Click **OK**.

For more information, see "Adding a Signature or vCard" on page 70.

11.2.2 Setting a Remote Password

To use Remote mode, you must have a password set in Online mode. When you run in Remote Mode, you must use the same password as your Online Mailbox. For more information, see Section 1.3, "Assigning a Password to Your Mailbox," on page 16.

11.2.3 Understanding Remote Connection Types

When you run GroupWise in Remote mode, you can connect to your Online GroupWise system through a modem connection, a network (direct) connection, or a TCP/IP connection. When you use Hit the Road to set up your Remote Mailbox, GroupWise creates the appropriate connections based on how you are currently running GroupWise. You can create new connections, as well as change or delete existing ones.

You will most likely use Remote away from the office with a computer that has no permanent network access. In these situations, you can use a TCP/IP connection or a modem connection to connect to your GroupWise system. Modem connections dial into a gateway in your GroupWise system. TCP/IP connections use unique IP (Internet Protocol) address and port information to connect to your GroupWise system.

You can also use Remote in your office and connect to your GroupWise System via a TCP/IP connection or a network drive mapping. These connections are useful to download large quantities of information, such as your GroupWise Address Book.

For more information, see "Configuring Your Remote Connections" on page 236.

If your remote connection is expensive, you can save money and connection time by connecting after peak business hours, downloading address books with a network connection prior to going on the road, restricting the messages you download, or waiting until you have a number of requests before connecting.

11.2.4 Understanding Remote Features

Most GroupWise features are available in Remote mode, with the exception of subscribing to other users' notifications and Proxy.

11.2.5 Sending Remote Requests

Each time you send and retrieve messages, move items into folders, delete items, create rules, and so forth, the action is stored as a request. If you have made requests but exit GroupWise without connecting to your network mailbox, your pending requests are stored until the next time you run GroupWise; then you are prompted to complete the requests.

11.2.6 Processing Remote Requests

GroupWise automatically processes outstanding Remote requests when you run GroupWise on your docked laptop after you return to the office. For example, you might send an item while you are away from your office, but you don't connect to the GroupWise system to process that request. When you return to the office and run GroupWise, you are asked if you want to process the outstanding requests. To see what requests still need to be processed, click **Requests**.

11.2.7 Sending and Retrieving Items in Remote Mode

Use Send/Retrieve to synchronize your Online and Remote Mailboxes.

When you connect to your GroupWise system, items you sent from your Remote Mailbox are delivered to the recipients. Remote also sends a request to your Online Mailbox to retrieve your items, such as mail. Your GroupWise system processes the request and then sends your items to your Remote Mailbox, restricting the items according to the limits you set in the Send/Retrieve dialog box. In addition to items, you can retrieve rules, documents, and address books.

- "Connecting to GroupWise While Sending or Retrieving Messages" on page 242
- "Downloading Items, Rules, Addresses, and Documents to Your Remote Mailbox" on page 242
- "Sending Items in Remote Mode" on page 243
- "Viewing Pending Requests" on page 244
- "Retrieving Items That Were Not Completely Downloaded" on page 244
- "Using Busy Search in Remote Mode" on page 244
- "Filtering the GroupWise Address Book for Your Remote Mailbox" on page 245
- "Deleting Items from Your Remote Mailbox" on page 245

Connecting to GroupWise While Sending or Retrieving Messages

If you try to send or retrieve messages in Remote mode when you do not have a connection to GroupWise, a dialog box opens so you that can select whether to connect now or later. You can also configure your connection before you connect.

Downloading Items, Rules, Addresses, and Documents to Your Remote Mailbox

1 If you're running GroupWise in Online mode, click **Tools** > **Hit the Road**, type your Online Mailbox password, select a connection phone number if prompted, then click **OK**.

   or

   If you're running GroupWise in Remote mode, click **Accounts** > **Send/Retrieve** > **GroupWise Options**.

2 To retrieve items, ensure that **Items** is selected, click **Advanced**, click a tab if available, click an option, then click **OK**.

   If you specify to limit the items you retrieve (for example, by selecting **Get Subject Line Only** or setting size limits) you can download the rest of the item or items later. See "Retrieving Items That Were Not Completely Downloaded" on page 244.

   If you are in Remote mode and only want to download new items, select **New Only** on the **Retrieve** tab.

3 Click **OK**.

4 To retrieve rules, click **Rules**.

5 To retrieve addresses from the GroupWise Address Book, click **GroupWise Address Book**, click **Filter**, specify the addresses to retrieve, then click **OK**.

   Because retrieving address books can take a long time with a modem connection, you should retrieve address books by using a network or TCP/IP connection.

   For more information, see "Filtering the GroupWise Address Book for Your Remote Mailbox" on page 245.

6 To retrieve your personal address books, click **Personal Address Books**.

7 To retrieve copies of GroupWise Library documents from your Online Mailbox, select the **Documents** check box, click **Documents**, select your documents, mark applicable documents as **In Use**, then click **OK**.

   Marking a document as In Use prevents others from modifying the document. If you don't mark a document as In Use, someone can edit it while you have the copy in your Remote Mailbox. If you then edit the document and return it to the Master Library, your document is saved as a new version and the edits are not saved to the other version. If you don't plan to edit a document, don't mark it In Use.

   When you exit an In Use document, you are asked to send the document to the Master Library and mark it as Available. If you are finished with the document, mark it **Available** to allow others to edit it.

8 If you are in Remote mode and you want to specify your remote location and connection before downloading, click **Configure**, select your remote location from the **Connecting from** drop-down list, select a connection from the **Connecting to** drop-down list, then click **OK**.

9 Click **Connect** or **Finish**.

If you are in Remote mode, all items in your **Pending Requests** list are sent at this time.

Sending Items in Remote Mode

1 Create a new item, then click **Send** on the toolbar.

   Remote places the item in the **Pending Requests** list. When you connect to your master GroupWise system, all items in the **Pending Requests** list are sent.

2 Click **Accounts** > **Send/Retrieve**, then click the remote account.

   or

   If you want to specify your remote location and connection before sending the item, click **Accounts** > **Send/Retrieve** > **GroupWise Options**, click **Configure**, select your remote location from the **Connecting from** drop-down list, select a connection from the **Connect to** drop-down list, click **OK**, then click **Connect**.

At the same time your items are being sent, your new items are retrieved according to what you have specified in the Send/Retrieve dialog box.

You can switch between connection types (network, modem, and TCP/IP) if there are no pending requests on the connection you are switching from. For example, if you're sending and retrieving items with a network connection and you disconnect before the transmission is complete, you should not switch to a modem connection later to process the requests. Complete the original request with the original connection.

Viewing Pending Requests

Whenever you perform an action that requires information to be sent from your Remote Mailbox to your Online Mailbox, GroupWise creates a request that is placed in the **Pending Requests** list. When you connect to your master GroupWise system, all the requests are sent to your Online Mailbox. Use Pending Requests to check for outstanding requests.

1 Click **Accounts** > **Pending Requests**.

To prevent a request from being processed, click the request, then click **Delete**. Only requests that haven't been sent to the master GroupWise system and have the "Waiting to be Sent" status can be deleted. If you have already sent a request to the master GroupWise system, you cannot cancel the request.

Retrieving Items That Were Not Completely Downloaded

If you set size limit restrictions or specified Subject Line Only when you downloaded items, you might have items in your Remote Mailbox that are only partially downloaded.

1 Select the items in your Remote Mailbox.

2 Click **Accounts** > **Retrieve Selected Items**.

3 To connect immediately to your Online Mailbox, click **Connect Now**.

   or

   To create the request but not send it, click **Connect Later**. This way, you can wait until you have several requests before you connect.

Using Busy Search in Remote Mode

1 Create a new appointment.

2 To select the first possible meeting day, click , then click a date.

3 Click **Busy Search** on the toolbar.

4 To immediately connect to your master GroupWise system and search for available times, click **Connect Now**.

   or

   To search for available times later, click **Connect Later**.

   Clicking **Connect Later** creates a busy search request, but doesn't send the request to the master GroupWise system. You can save your appointment as a draft item in the Work In Progress folder until you are ready to send it. Later, when you're ready to check appointment times, click **Busy**, then click **Connect Now**.

5 When the Choose Appointment Time window appears, click **Auto-Select** for the first available meeting time. Click **Auto-Select** until the best available time is displayed, then click **OK**.

   or

   Click the **Available Times** tab, click an available time, then click **OK**.

6 Complete the appointment, then click **Send** on the toolbar.

If you are disconnected before all schedule information returns from a busy search, clicking **Busy** again lets you update the information from the original busy search request.

Filtering the GroupWise Address Book for Your Remote Mailbox

The GroupWise Address Book is usually large, because it contains information for your entire organization. If you don't need all the information in the GroupWise Address Book when using GroupWise away from your office, use **GroupWise Address Book Filter** to retrieve only the user addresses, resource addresses, and public groups you need from the GroupWise system.

For example, the filter statement, Dept [ ] Marketing, instructs GroupWise to retrieve all addresses with "Marketing" in the Department column in the Address Book. This way you can contact anyone from your Marketing department while you're traveling.

You should also retrieve GroupWise address book information before leaving your office to save downloading time and costs, especially if you're planning to travel to a location where you will incur long-distance phone charges.

1. If you're running GroupWise in Online mode, click **Tools** > **Hit the Road**, type your Online Mailbox password, select a connection phone number if prompted, then click **OK**.

   or

   If you're running GroupWise in Remote mode, click **Accounts** > **Send/Retrieve** > **GroupWise Options**.
2. Click **GroupWise Address Book**, then click **Filter**.
3. Click an Address Book column in the first drop-down list.

   For example, click **Dept** to search for addresses from a specific department.
4. Click the operator drop-down list, click an operator, then type your search criteria in the box or click a value, if provided.

   For example, click **[ ]**, then type `Accounts` to search for addresses from the Accounts department. Use the operator that is most appropriate for your search. Your search criteria, such as a person's name or a subject, can include wildcard characters such as an asterisk (*) or a question mark (?). Filter is not case sensitive to the criteria you type.
5. To add more filter conditions, click the last drop-down list, then click **And**.
6. After specifying all filter conditions, read the text beginning with "Include entries where..." as you create your filter to understand how your filter will work.
7. Click **OK**, then click **Connect**.

For more information on operators, see "Using Advanced Find" on page 199.

Deleting Items from Your Remote Mailbox

Use Delete and Empty and Manage Library Size to remove items from your Remote Mailbox.

- "Deleting Items from Your Remote Mailbox" on page 245
- "Deleting Unneeded Documents from Your Remote Library" on page 246
- "Document Reference Attachments and Remote Mode" on page 246

Deleting Items from Your Remote Mailbox

In Remote mode, you can delete items, retract items, and empty the Trash the same way you would in the Online mode.

1. Click the item in your Mailbox.
2. Click **Edit** > **Delete**.

3. If you’re deleting an outgoing item, click one of the available options.
4. To free up disk space, click **Edit** > **Empty Trash**.

   This permanently removes all deleted items from your Remote Mailbox.

   The next time you connect to your master GroupWise system, the changes in your Remote and Online Mailboxes automatically synchronize. You can turn off this synchronization by changing the delete options in Remote Properties. See “Changing Remote Delete Options” on page 240.

Deleting Unneeded Documents from Your Remote Library

Deleting files from your Remote Library Disk Space Management does not remove them from the Master Library. It also doesn’t remove the document references for the deleted documents. The files are removed only from the computer where you have your Remote Mailbox, which frees up disk space.

1. In Remote mode, click **Tools** > **Manage Library Size**.
2. Click the documents you want to delete, then click **Delete**.
3. When you’re finished, click **Close**.

If you delete an In Use document, the status of the document in the Master Library is reset to Available the next time you connect to your Online Mailbox.

Document Reference Attachments and Remote Mode

You might receive an item with a document reference attachment when you are running in Remote mode. When you open the attachment, the document opens your Remote Library, even if the document in your Remote Library is an older version than the attachment. If the document does not exist in your Remote Library, you are prompted to connect now or later to your Online Mailbox to retrieve the document.

You can also send items with document reference attachments from Remote mode. However, if the document does not exist in your Remote Library, any recipients who do not have sufficient rights to the document in the Master Library or who are not using an email product that supports the GroupWise Library do not receive a copy of the document.

In addition, if the Master Library is unavailable, recipients do not receive a copy of the document. If any of these conditions exist, you need to attach an actual copy of the document in addition to the document reference.

11.2.8 Allowing Offline Send/Receive

1. Click **Tools** > **Options**, then double-click **Environment**.
2. Click the **Default Actions** tab.
3. Select your allow level for Offline Send/Receive.
4. Click **OK**.

12 POP3 and IMAP4 Accounts

If you have multiple email accounts, you know that it's inconvenient to change locations to look at each account. You can add your POP3 and IMAP4 Internet mail accounts to GroupWise so that you can read and send messages for all of your accounts from GroupWise.

- Section 12.1, "Understanding POP3 and IMAP4 Accounts," on page 247
- Section 12.2, "Adding POP3 and IMAP4 Accounts to GroupWise," on page 248
- Section 12.3, "Configuring POP3 and IMAP4 Accounts," on page 248
- Section 12.4, "Using POP3 and IMAP4 Accounts," on page 249
- Section 12.5, "POP3 Features," on page 251
- Section 12.6, "IMAP4 Features," on page 252

12.1 Understanding POP3 and IMAP4 Accounts

- Section 12.1.1, "Understanding POP3 Accounts," on page 247
- Section 12.1.2, "Understanding IMAP4 Accounts," on page 247

12.1.1 Understanding POP3 Accounts

When you add a POP3 account, you can associate an existing folder (for example, your Mailbox folder) with the account or you can create a new folder. When you download email from your POP3 account to GroupWise, it is typically deleted from the POP3 server. You can choose to have your POP3 account items stored on the POP3 server. If you store items on the server, you can read those items from more than one computer.

12.1.2 Understanding IMAP4 Accounts

When you add an IMAP4 account, the folder you see in GroupWise represents the folder on your IMAP4 server. Your IMAP4 account items are always stored on the IMAP4 server. Any actions in the GroupWise folder, such as creating or deleting, are also performed on the IMAP4 server. Because your items are always stored on the IMAP4 server, you can read those items from more than one computer.

The Find and Proxy features are not supported in IMAP4 folders.

12.2 Adding POP3 and IMAP4 Accounts to GroupWise

Before you add a POP3 or IMAP4 account to GroupWise, you need to know the type of mail server being used (POP3 or IMAP4), your account name and password, and the name of the incoming and outgoing mail servers. You can get this information from your Internet service provider (ISP) or network administrator. Microsoft Secure Password Authentication is supported for accessing Exchange servers and MSN accounts.

You can add a POP3 or IMAP4 account only if the **Accounts** menu is displayed. The **Accounts** menu is displayed if you are in Caching mode or if your administrator allows POP and IMAP or NNTP on your GroupWise system.

1. Click **Accounts** > **Account Options**.
2. Click **Add**.
3. Select the desired account type, then type an account name.
4. Provide the email address and password for the account.

   If the provider is recognized, the incoming and outgoing mail server information will be provided for you. If it is an unknown email provider, the **Incoming Mail Server** and **Outgoing Mail Server** fields will appear, and you will need to provide this information.
5. Select whether to upload the new account to the GroupWise Mailbox, then click **Next**.
6. Select the folder to use for the account, or create a new folder.
7. Click **Finish**.

After you add a POP3 or IMAP4 account, you might also need to configure it to allow connections to GroupWise. For example, to allow POP3/IMAP4 downloads in Gmail, see Getting started with IMAP and POP3 (https://support.google.com/mail/troubleshooter/1668960?hl=en&ref_topic=1669040) in the Gmail Help.

12.3 Configuring POP3 and IMAP4 Accounts

The **Accounts** menu in the GroupWise Main Window allows you to access account features, such as adding an account, setting account properties, and sending and retrieving items from Internet mail accounts.

1. Click **Accounts** > **Account Options**.
2. Click the account you want to modify.
3. Click **Properties**.
4. Click the tabs to find the properties you want to modify.

   For more information about the kinds of modifications that you can make, see Section 12.5, “POP3 Features,” on page 251 and Section 12.6, “IMAP4 Features,” on page 252.
5. Modify the properties, then click **OK**.

For IMAP4 accounts, if you change the account name, the name of the IMAP4 folder is also changed.

12.4 Using POP3 and IMAP4 Accounts

POP3 and IMAP4 accounts let you access your email that is stored on other email systems that support POP3 and IMAP4. Most email systems support this type of connection to download and view your email.

- Section 12.4.1, "Using POP3 and IMAP4 Accounts in Online Mode," on page 249
- Section 12.4.2, "Using POP3 and IMAP4 Accounts in Remote and Caching Modes," on page 249
- Section 12.4.3, "Changing the Length of Time for POP3 and IMAP4 Server Timeouts," on page 249
- Section 12.4.4, "Using SSL to Connect to a POP3 or IMAP4 Server," on page 250
- Section 12.4.5, "Downloading Items from POP3 and IMAP4 Accounts," on page 250
- Section 12.4.6, "Sending POP3 and IMAP4 Mail from GroupWise," on page 251
- Section 12.4.7, "Deleting an Item from a POP3 or IMAP4 Account," on page 251

12.4.1 Using POP3 and IMAP4 Accounts in Online Mode

If the **Accounts** menu is not available in your Online Mailbox, your GroupWise administrator has specified that POP3 and IMAP4 accounts cannot be used in Online mode.

12.4.2 Using POP3 and IMAP4 Accounts in Remote and Caching Modes

While you are using Remote mode, you can check Internet mail accounts without connecting to GroupWise.

The **Accounts** menu is always available in Remote mode.

If you are using GroupWise in either Remote mode or Caching mode, you have the option of not uploading a POP3 or IMAP4 account to your Online Mailbox.

1. To ensure that you don't upload a POP3 or IMAP4 account to your Online Mailbox, click **Accounts** > **Account Options**, select an account, click **Properties**, then deselect **Upload this account to the GroupWise Online Mailbox**.

12.4.3 Changing the Length of Time for POP3 and IMAP4 Server Timeouts

1. Click **Accounts** > **Account Options**.
2. Click the account name.
3. Click **Properties**.
4. Click the **Advanced** tab.
5. Type the number of minutes in the **Minutes to wait for server to respond** field.
6. Click **OK**, then click **Close**.

12.4.4 Using SSL to Connect to a POP3 or IMAP4 Server

You can connect to your POP3 or IMAP4 mail server by using SSL, which is an Internet security protocol that helps maintain the confidentiality of your messages. In order to use this option, your mail server must support SSL.

1. Click **Accounts** > **Account Options**.
2. Click the account, then click **Properties**.
3. Click the **Advanced** tab.
4. Select **Use SSL** for both the outgoing and incoming mail servers, then specify the digital certificate you want to use.

   This certificate enables GroupWise to use SSL to authenticate to the mail server you have chosen. (If no certificates are listed in the drop-down list, use your web browser to obtain a certificate from an independent certificate authority. For more information, see "Obtaining a Security Certificate from a Certificate Authority" on page 76.)
5. Click **OK**, then click **Close**.

12.4.5 Downloading Items from POP3 and IMAP4 Accounts

- "Downloading Items Manually" on page 250
- "Downloading Items Automatically" on page 250

Downloading Items Manually

1. To download items from one account, click **Accounts** > **Send/Retrieve**, then click the account name.

   or

   To download items from all accounts in which **Include this account when doing Send/Retrieve on All Marked Accounts** is selected in the account properties, click **Accounts** > **Send/Retrieve** > **All Marked Accounts**.

   In Remote mode, if **Include this account when doing Send/Retrieve on All Marked Accounts** is selected in Remote Properties, you can download items from your Online Mailbox at the same time as you download your Internet mail accounts.

Downloading Items Automatically

1. Click **Accounts** > **Account Options**.
2. Click **General Options**.
3. To download items periodically, select **Send/Retrieve All Marked Accounts every _ minutes**. Specify how often you want items to be sent and retrieved.
4. To download items every time you start GroupWise, select **Send/Retrieve All Marked Accounts at startup**.

The settings affect all accounts that have **Include this account when doing Send/Retrieve on All Marked Accounts** selected in the account's properties.

If you have created new items for these accounts and have not yet sent them, they are sent at the same time new items are downloaded.

To quickly turn this option on and off, click **Accounts** > **Auto Send/Retrieve**. It is active when a check mark is displayed.

12.4.6 Sending POP3 and IMAP4 Mail from GroupWise

1. In an item you want to send, click **Actions** > **Send Using**, then click the account from which you want to send.

   or

   Click From:, then click the account.

   The From name associated with that account will be in the **From** field of this item.
2. (Optional) To set the default account from which items are sent, click **Accounts** > **Account Options**, click an account, then click **Set Default**.

12.4.7 Deleting an Item from a POP3 or IMAP4 Account

1. To delete an item from an IMAP4 or POP3 account, click the item, then press the Delete key.

See also Section 12.5.2, "Deleting Items from a POP3 Mail Server," on page 251 and Section 12.6.5, "Deleting Items from an IMAP4 Mail Server," on page 253.

12.5 POP3 Features

- Section 12.5.1, "Storing Your Items on a POP3 Mail Server," on page 251
- Section 12.5.2, "Deleting Items from a POP3 Mail Server," on page 251

12.5.1 Storing Your Items on a POP3 Mail Server

1. Click **Accounts** > **Account Options**.
2. Click the POP3 account name.
3. Click **Properties**.
4. Click the **Advanced** tab.
5. Click **Leave a copy of messages on the server**.
6. Click **OK**, then click **Close**.

12.5.2 Deleting Items from a POP3 Mail Server

To delete POP3 items from the POP3 server as they are downloaded:

1. Click **Accounts** > **Account Options**.
2. Double-click the POP3 account, then click **Advanced**.
3. Deselect **Leave a copy of messages on the server**, then click OK.

If you select both **Leave a copy of messages on the server** and **Remove from server after __ days**, the POP3 items are deleted from the POP3 server the specified number of days after the item is downloaded.

If you select both **Leave a copy of messages on the server** and **Remove from server after deleting from Trash**, the POP3 items are deleted from the POP3 server when you manually empty them from the Trash. If GroupWise automatically empties your Trash, the items are not deleted from the POP3 server.

12.6 IMAP4 Features

- Section 12.6.1, "Subscribing and Unsubscribing to IMAP4 Folders," on page 252
- Section 12.6.2, "Alphabetizing the Folders in an IMAP4 Account," on page 252
- Section 12.6.3, "Downloading Only the Header (Subject) for IMAP4 Accounts," on page 252
- Section 12.6.4, "Downloading Voice Mail Attachments through an IMAP4 Account," on page 253
- Section 12.6.5, "Deleting Items from an IMAP4 Mail Server," on page 253

12.6.1 Subscribing and Unsubscribing to IMAP4 Folders

This feature is available if your IMAP4 server supports subscribing and unsubscribing to folders. When you unsubscribe to a folder, it no longer displays in your list of folders under the IMAP4 server, even though it is still in your IMAP4 account. This is especially useful if you are accessing an NNTP account through an IMAP4 folder.

1. Click **Accounts** > **Account Options**.
2. Click the IMAP4 account, then click **Folders**.
3. Click the **All** tab to see all the folders in this account.

   or

   Click the **Subscribed** tab to see the folders you are currently subscribed to.
4. If you want to list folders containing specific text in the folder name (instead of listing all of the folders), type the text in the **Search for Folders Containing** text box, then click **Search**.
5. Click the folder name, then click **Subscribe**.

   or

   To unsubscribe to a folder, click the folder name, then click **Unsubscribe**.
6. Click **Close**.

12.6.2 Alphabetizing the Folders in an IMAP4 Account

1. In the Full Folder List, right-click the IMAP4 account folder, then click **Sort Subfolders**.

This option is not available if the folders are already alphabetized.

12.6.3 Downloading Only the Header (Subject) for IMAP4 Accounts

1. Click **Accounts** > **Account Options**.
2. Click the IMAP4 account, then click **Properties**.
3. Click the **Advanced** tab.
4. Select **Download headers only**.
5. Click **OK**, then click **Close**.

After downloading the headers (subjects) of items, you can download the complete item by opening the item while you are connected to the Internet.

12.6.4 Downloading Voice Mail Attachments through an IMAP4 Account

If you are accessing a telephony server through this IMAP4 account, GroupWise can download the external file bodies for voice mail attachments.

1. Click **Accounts** > **Account Options**.
2. Click the IMAP4 account, then click **Properties**.
3. Click the **Advanced** tab.
4. Select **Download external file bodies**.
5. Click **OK**, then click **Close**.

12.6.5 Deleting Items from an IMAP4 Mail Server

When you delete an item, it is marked for deletion on the IMAP4 server. To remove the item, you need to purge it. You can download only the subject (header) of an item, or you can download the entire item. You can move items from another folder into an IMAP4 folder, and the items are created on the IMAP4 server. Items marked with a strikethrough indicate that an item was deleted from the server but still exists in GroupWise.

13 Newsgroups

You can view and post newsgroup items from GroupWise. Newsgroups are similar to bulletin boards on the Internet. You can find newsgroups about almost any topic. Newsgroups are similar to GroupWise shared folders, except instead of sharing information within your department or company, you can share information with anyone on the Internet.

To use newsgroups, you must have access to a Network News Transfer Protocol (NNTP) server. Your Internet service provider (ISP) will give you the correct server information and login name (if necessary). You can also search the Internet for a list of free NNTP servers that you can use.

- Section 13.1, "Setting Up Newsgroups," on page 255
- Section 13.2, "Working with Newsgroup Messages," on page 256
- Section 13.3, "Working with Newsgroups," on page 258

13.1 Setting Up Newsgroups

- Section 13.1.1, "Adding a News Account," on page 255
- Section 13.1.2, "Subscribing or Unsubscribing to a Newsgroup," on page 256

13.1.1 Adding a News Account

1. Click **Accounts** > **Account Options**.
2. Click the **News** tab, then click **Add**.
3. Type an account name, then click **Next**.

   The name can be anything you want. The name you type displays next to the folder in your Folder List.
4. Type the name of the News (NNTP) server.

   To use newsgroups, you must have access to an NNTP server. Your Internet service provider will give you the correct server information and login name (if necessary). You can also search the Internet for a list of free NNTP servers that you can use.
5. If the server requires authentication, click **My server requires authentication**, then fill in the **Login name** and **Password** fields.
6. Fill in the **Email address** and **From name** fields, then click **Next**.
7. Click **Connect through my local area network (LAN)**.

   or

   Click **Connect using my modem and phone line**, click a dialing option, then click a connection in the **Dial-Up Networking connection to use** list box.
8. Click **Next**.
9. Type a folder description, position the folder in the Folder List, then click **Finish**.

13.1.2 Subscribing or Unsubscribing to a Newsgroup

1 Click **Accounts** > **Account Options**.

2 Click the **News** tab, click an account, then click **Newsgroups**.

3 Click a newsgroup.

   or

   Type a search term, click **Search**, click a newsgroup, then click **Subscribe**.

4 (Optional) To unsubscribe to a newsgroup, repeat Step 1 and Step 2, click the **Subscribed** tab, click a newsgroup, click **Unsubscribe**, then click **Yes**.

13.2 Working with Newsgroup Messages

- Section 13.2.1, "Reading Newsgroup Messages," on page 256
- Section 13.2.2, "Posting a New Discussion to a Newsgroup," on page 256
- Section 13.2.3, "Replying to a Message in a Newsgroup," on page 257
- Section 13.2.4, "Marking Messages According to Your Interests," on page 257
- Section 13.2.5, "Adding a Signature to All Newsgroup Items You Send," on page 257
- Section 13.2.6, "Changing the Display Name for Newsgroup Postings," on page 257
- Section 13.2.7, "Deleting a Newsgroup Message," on page 258

13.2.1 Reading Newsgroup Messages

If you subscribe to an NNTP newsgroup account, an NNTP folder is created. It displays the NNTP folder icon in your Folder List. The NNTP folder displays a list of each newsgroup you have subscribed to. When you click a subscribed newsgroup in your Folder List, the Item List displays a list of available news stories.

To read a news story:

1 Double-click the news story in the Item list to view the story in a new window.

   or

   Select the news story to view the story in the QuickViewer.

13.2.2 Posting a New Discussion to a Newsgroup

1 Right-click the newsgroup, then click **New Discussion**.

2 Type a subject.

3 Type a message.

4 To change the newsgroup you are posting to or to post to additional newsgroups, click **Newsgroups**.

5 Click **OK**.

6 Click **Post** on the toolbar.

You cannot retract an item posted to a newsgroup.

If there is a problem posting an item to a newsgroup (for example, the NNTP server reports an out-of-disk-space error), your message is saved in your Work in Progress folder so that you can try to post it again later.

13.2.3 Replying to a Message in a Newsgroup

1. Right-click the item in the Item List, then click **Reply**.
2. Click a Reply option.
3. Click **OK**.
4. Type a reply.
5. To change the newsgroup you are posting to or to post to additional newsgroups, click **Newsgroups**. Press F1 in the Select Newsgroups dialog box for more information.
6. Click **OK**.
7. Click **Post** on the toolbar.

You cannot retract an item posted to a newsgroup.

If there is a problem posting an item to a newsgroup (for example, the NNTP server reports an out-of-disk-space error), your message is saved in your Work in Progress folder so that you can try to post it again later.

13.2.4 Marking Messages According to Your Interests

1. Right-click the newsgroup item, click **Mark Thread**, then click **Watch**, **Read**, or **Ignore**.

You can then filter messages based on thread status to see only the messages containing your postings.

13.2.5 Adding a Signature to All Newsgroup Items You Send

1. Click **Accounts** > **Account Options**.
2. Click the **News** tab, click **Properties**, then click the **Signature** tab.
3. Click **Signature** or **Electronic business card (vCard)**.
4. If you selected **Signature**, type the text you want as the signature in the **Signature** field.

   This signature is different from the one you can create for regular GroupWise messages or for IMAP or POP3 accounts.
5. Click **Automatically add** to add a signature to every item you post.

   or

   Click **Prompt before adding** to give you the option to add a signature to each item you post.
6. Click **OK**.

13.2.6 Changing the Display Name for Newsgroup Postings

1. Click **Accounts** > **Account Options**.
2. Click the **News** tab, then click **Properties**.
3. Type a display name.
4. Click **OK**.

13.2.7 Deleting a Newsgroup Message

1 Right-click the item, then click **Delete and Empty**.

Deleting a newsgroup item from your GroupWise Item List does not delete the item from the news server. You cannot delete an item posted to a newsgroup.

2 (Optional) To redisplay the item in your GroupWise Item List, right-click the newsgroup in the GroupWise Cabinet, then click **Reset**.

13.3 Working with Newsgroups

- Section 13.3.1, "Collapsing or Expanding All Threads in a Newsgroup," on page 258
- Section 13.3.2, "Performing a Search on a Newsgroup Server," on page 258
- Section 13.3.3, "Specifying Download Settings for Individual Newsgroups," on page 258
- Section 13.3.4, "Updating the Local Newsgroup Folder," on page 258
- Section 13.3.5, "Deleting a News Account," on page 259

13.3.1 Collapsing or Expanding All Threads in a Newsgroup

1 Right-click the newsgroup, then click **Collapse all threads**.

or

Right-click the newsgroup, then click **Expand all threads**.

13.3.2 Performing a Search on a Newsgroup Server

1 Right-click the newsgroup, then click **Search on Server**.

2 In the first drop-down list, click the field you want to search, type the search words in the **Contains** field, then click **OK**.

3 Double-click an item in the GroupWise Find Results dialog box to read the item.

13.3.3 Specifying Download Settings for Individual Newsgroups

The download settings for an NNTP account are specified in **Accounts** > **Account Options** > **News** > the account > **Properties** > **Advanced**. Use the following procedure to change the download settings for an individual newsgroup in the NNTP account.

1 Right-click the newsgroup folder, then click **Properties**.

2 Click the **NNTP** tab.

3 Deselect **Use download settings from account**.

4 Select options in the **Override account** group box.

5 Click **OK**.

13.3.4 Updating the Local Newsgroup Folder

1 Click **Accounts** > **Account Options**.

2 Click the **News** tab, then click **General Options**.

3. Click **Send/Retrieve All Marked Accounts every x minute(s)** check box, then specify how often you want to update the folders' contents.
4. Click the **Send/Retrieve All Marked Accounts at startup** check box to update the folders' contents when you start GroupWise.
5. Click **OK**.

13.3.5 Deleting a News Account

1. Click **Accounts** > **Account Options**.
2. Click the **News** tab, click the account you want to delete, then click **Remove**.
3. Click **Yes**.

14 RSS Feeds

RSS is a web format used to publish frequently updated content such as blog entries, news headlines, and podcasts. An RSS document, which is often called a feed, web feed, or channel, contains either a summary of content from an associated website or the full text. RSS makes it possible for you to keep up with your favorite websites in an automated manner instead of checking them manually.

- Section 14.1, "Subscribing to RSS Feeds," on page 261
- Section 14.2, "Reading RSS Feeds," on page 263
- Section 14.3, "Refreshing an RSS Feed," on page 263
- Section 14.4, "Deleting an Individual RSS Entry," on page 264
- Section 14.5, "Deleting a Subscribed RSS Feed," on page 264

14.1 Subscribing to RSS Feeds

When you subscribe to RSS feeds, the GroupWise Feeds folder is created. It displays the RSS folder icon in the Folder list. A list of the feeds that you are currently subscribed to is displayed under the GroupWise Feeds folder. You can create subfolders under the GroupWise Feeds folder and move feeds to the subfolder. When you click the subfolder, the message list displays a list of all the topics for all the feeds under the subfolder.

How you subscribe to RSS feeds depends on your web browser. Instructions for setting up RSS feeds from two popular browsers are provided as examples. If the RSS feed functionality of your browser does not interact successfully with GroupWise, you can set up an RSS feed from within GroupWise.

- Section 14.1.1, "Firefox," on page 261
- Section 14.1.2, "Internet Explorer," on page 263
- Section 14.1.3, "GroupWise," on page 263

14.1.1 Firefox

- *"Version 4.x.x and 5.x.x" on page 261*
- *"Version 3.x.x" on page 262*
- *"Version 2.x.x" on page 262*

Version 4.*x*.*x* and 5.*x*.*x*

1. In Firefox, click **Firefox** > **Options** > **Options**.
2. Select **Applications**, then search for **Web Feed**.
3. Under **Action**, select **Use other**.
4. Browse to and select **grpwise.exe,** then click **Open** > **OK**.
5. Locate an RSS feed that you want to subscribe to.

6 Click the RSS feed button or URL on the RSS feed web page to open the Subscribe to RSS dialog box.

   The **Source** field is automatically filled in with the RSS feed URL.

7 Specify the name of the folder that you want to create for the RSS feed in GroupWise.

8 Select how often you want GroupWise to update the RSS feed.

9 (Optional) Select whether you want to remove the entries from the folder when they are removed from the server.

10 (Optional) Select whether you want to download the entire page with each item. This displays the entire feed instead of a summary of the feed, but requires more disk space.

11 (Optional) Select whether you want to trust HTML external images from the feed. If you select this, it displays all the images in the feed, which could be a security issue.

12 Click **OK**.

Version 3.*x*.*x*

1 In Firefox, click **Tools > Options**.

2 Select **Applications**, then search for **Web Feed**.

3 Under **Action**, select **Use other**.

4 Browse to and select **grpwise.exe,** then click **Open** > **OK**.

5 Locate an RSS feed that you want to subscribe to.

6 Click the RSS feed button or URL on the RSS feed web page to open the Subscribe to RSS dialog box.

   The **Source** field is automatically filled in with the RSS feed URL.

7 Specify the name of the folder that you want to create for the RSS feed in GroupWise.

8 Select how often you want GroupWise to update the RSS feed.

9 (Optional) Select whether you want to remove the entries from the folder when they are removed from the server.

10 (Optional) Select whether you want to download the entire page with each item. This displays the entire feed instead of a summary of the feed, but requires more disk space.

11 (Optional) Select whether you want to trust HTML external images from the feed. If you select this, it displays all the images in the feed, which could be a security issue.

12 Click **OK**.

Version 2.*x*.*x*

1 In Firefox, click **Tools > Options**.

2 Select **Subscribe to the Feed Using**, then click **Choose Application**.

3 Browse to and select `groupwise.exe`, then click **Open**.

4 Select **GroupWise Client** from the list of available applications, then click **OK**.

5 Locate an RSS feed that you want to subscribe to.

6 Click the RSS feed button or URL on the RSS feed web page to open the Subscribe to RSS dialog box.

   The **Source** field is automatically filled in with the RSS feed URL.

7 Specify the name of the folder that you want to create for the RSS feed in GroupWise.

8 Select how often you want GroupWise to update the RSS feed.
9 (Optional) Select whether you want to remove the entries from the folder when they are removed from the server.
10 (Optional) Select whether you want to download the entire page with each item. This displays the entire feed instead of a summary of the feed, but requires more disk space.
11 (Optional) Select whether you want to trust HTML external images from the feed. If you select this, it displays all the images in the feed, which could be a security issue.
12 Click **OK**.

14.1.2 Internet Explorer

When Internet Explorer is set as your default browser, GroupWise creates a GroupWise Feeds folder in the Windows Common Feed List. Within the GroupWise Feeds folder is a subfolder named with your email address.

1 In Internet Explorer, locate an RSS feed that you want to subscribe to.
2 Click the RSS feed button or URL on the web page.
3 On the RSS feed web page, click the **Subscribe** link.
4 Select the folder that is named with your email address as the location for the RSS feed, then click Subscribe.

   The RSS feed is immediately added to the GroupWise Feeds folder in your mailbox.

14.1.3 GroupWise

1 In your web browser, locate an RSS feed that you want to subscribe to.
2 In GroupWise, click **File > New > RSS Feed** to open the Subscribe to RSS dialog box.
3 Copy the RSS feed URL into the **Source** field.
4 Follow the instructions for Firefox, starting with Step 7 on page 262.

14.2 Reading RSS Feeds

1 In the GroupWise Feeds folder in the Folder list, select the RSS feed you want to read.
2 Double-click the feed in the message list to view the feed in a new window.

   or

   Select the feed to view it in the QuickViewer.
3 In the upper right of the window, click **Full Page** to see the full feed.

   or

   Click **Summary** to see a summary of the feed.

14.3 Refreshing an RSS Feed

1 In the GroupWise Feeds folder in the Folder List, select the RSS feed you want to refresh.
2 Right-click the feed you want to refresh, then click **Refresh**.

14.4 Deleting an Individual RSS Entry

1 In the GroupWise Feeds folder in the Folder List, select the RSS feed you want to delete.
2 Click the **Delete** icon on the toolbar.

14.5 Deleting a Subscribed RSS Feed

1 In the GroupWise Feeds folder in the Folder list, click the RSS feed you want to delete.
2 Right-click the feed to delete, then click **Delete**.

15 Document Management

If your GroupWise administrator has set up libraries and enabled document management, all of your documents are stored in a library in GroupWise, allowing you to manage all of your documents from your Mailbox.

In GroupWise 18, the Open Document Management API (ODMA) integration is no longer supported, but there have been no other changes or enhancements to GroupWise document management functionality. For complete information on using the robust features offered by GroupWise document management, see "Document Management" in the *GroupWise 2012 Windows Client User Guide*.

Additional Document Management Solutions

If your organization is looking to implement additional document and file management solutions, we invite you to explore the capabilities of Novell Filr and Novell Vibe.

- Novell Filr is the easiest and most powerful way for companies to deliver end-user file sharing, access, and discovery, from any mobile device with full enterprise security. End users enjoy a seamless experience either from their desktop, laptop or mobile device plus file sharing with anyone, based on corporate-defined roles and policies. For more information, see the Novell Filr product page (http://www.novell.com/products/filr/).
- Novell Vibe brings together people and the content they need to do their jobs. Users create workspaces and invite others to participate--from inside or outside organizational boundaries. Virtual teams can easily and securely manage, share, locate, and access documents, calendars, discussion forums, wikis, and blogs. Powerful workflow functions can track project status and progress. Team workspaces enable enterprise social networking, with team members chosen not by their proximity, but for their expertise. For more information, see the Novell Vibe product page (http://www.novell.com/products/vibe/).

16 Maintaining GroupWise

You can adapt GroupWise to your specific needs by archiving and backing up messages, changing your password, repairing your mailbox, and more.

- Section 16.1, "Managing Non-Standard Login Requirements," on page 267
- Section 16.2, "Managing Mailbox Passwords," on page 268
- Section 16.3, "Archiving Email," on page 271
- Section 16.4, "Using Mailbox Storage Size Information," on page 274
- Section 16.5, "Using Remote Library Disk Space Management," on page 275
- Section 16.6, "Backing Up Email," on page 275
- Section 16.7, "Repairing Your Mailbox," on page 276
- Section 16.8, "Managing Trash," on page 279
- Section 16.9, "Remembering Client State on Crash," on page 281
- Section 16.10, "GroupWise Support Information," on page 281

16.1 Managing Non-Standard Login Requirements

- Section 16.1.1, "Logging In to Your Mailbox from Another User's Workstation," on page 267
- Section 16.1.2, "Logging In to Your Mailbox from a Shared Workstation," on page 267

16.1.1 Logging In to Your Mailbox from Another User's Workstation

1. Log in to the network with your own user name.

   or

   To force the GroupWise Startup dialog box to display, right-click the **GroupWise** icon on the desktop, click **Properties**, then click the **Shortcut** tab. In the **Target** field, after the GroupWise executable, type a space, type `/@u-?`, then click **OK**.
2. Start GroupWise.
3. Type your user name in the **User Name** field.
4. In the **Password** field, specify your password, then click **OK**.

16.1.2 Logging In to Your Mailbox from a Shared Workstation

If you use the same workstation for multiple people, it is highly recommended that each user have a separate login for the workstation. When GroupWise saves the display settings for a user, they are saved to the current user's registry. This allows GroupWise to display the settings for the user who is currently logged in to the workstation, so each user can have a customized view.

When a user finishes using the workstation, he or she should completely log out of the workstation. This allows other users to log in to the system with their own GroupWise settings.

However, there are circumstances when having a different login for each user on the workstation is not a viable option. In these cases, there are some steps you should perform to properly set up GroupWise.

The login screen startup option allows you to specify certain criteria when starting GroupWise.

1. Right-click the **GroupWise** icon on the desktop, click **Properties**, then click the **Shortcut** tab.
2. In the **Target** field, after the GroupWise executable, type a space, type `/@u-?`, then click OK.
3. Start GroupWise.
4. Type your user name in the **User Name** field.
5. In the **Password** field, specify your password, then click **OK**.

16.2 Managing Mailbox Passwords

- Section 16.2.1, "Getting Help When You Have Forgotten Your Password," on page 268
- Section 16.2.2, "Using LDAP Authentication instead of GroupWise Passwords," on page 268
- Section 16.2.3, "Adding, Changing, and Removing Your Password," on page 268
- Section 16.2.4, "Bypassing Your GroupWise or LDAP Password," on page 269
- Section 16.2.5, "Using Mailbox Passwords in Caching Mode," on page 270
- Section 16.2.6, "Using Mailbox Passwords in Remote Mode," on page 271
- Section 16.2.7, "Using Mailbox Passwords with Proxies," on page 271

16.2.1 Getting Help When You Have Forgotten Your Password

If you have forgotten your password and are unable to log in, contact your organization's GroupWise administrator.

If your GroupWise system includes GroupWise WebAccess, you can use the **Can't log in?** link on the WebAccess Login page for more information about how to get your password reset in your organization.

16.2.2 Using LDAP Authentication instead of GroupWise Passwords

If your GroupWise administrator has turned on LDAP authentication, your LDAP password is used to access your Mailbox instead of a GroupWise password. With LDAP authentication, you are required to have a password and you cannot remove your password.

If your GroupWise administrator has disabled changing your LDAP password in GroupWise, you might need to use a different application to change your password. Contact your GroupWise administrator for more information.

16.2.3 Adding, Changing, and Removing Your Password

- "Changing Your Password" on page 269
- "Using Single Sign-On" on page 269
- "Removing Your Password" on page 269

IMPORTANT: If your GroupWise administrator has turned on LDAP authentication and has disabled changing your LDAP password in GroupWise, you might need to use a different application to change your password. Contact your GroupWise administrator for more information.

Changing Your Password

1. In the Main Window, click **Tools** > **Options**.
2. Double-click **Security**, then click the **Password** tab.
3. In the **Old password** field, type the password you want to change.
4. In the **New password** field, type the new password.
5. In the **Confirm new password** field, type the new password again, click **OK**, then click **Close**.

Using Single Sign-On

If you use Micro Focus Single Sign-On, you can configure GroupWise to use the single sign-on password. In this case, you do not need to enter a separate GroupWise password when you start GroupWise.

1. In the Main Window, click **Tools** > **Options**.
2. Double-click **Security**, then click the **Password** tab.
3. Select **Use single sign-on**, then click **Close**.

Removing Your Password

1. Click **Tools** > **Options**.
2. Double-click **Security**, then click the **Password** tab.
3. Type your old password, then click **OK**.
4. Click **Clear Password**.
5. Click **OK**, then click **Close**.

NOTE: If your GroupWise administrator has turned on LDAP authentication, you are required to have a password and you cannot remove it.

16.2.4 Bypassing Your GroupWise or LDAP Password

If you have a password but do not want to be prompted for it every time you start GroupWise, you have several options. The availability of these options depends on the platform on which you run GroupWise, the options your GroupWise administrator has set, and other products you have installed.

- "Remembering My Password" on page 270
- "Using the No Password Required with eDirectory Option" on page 270
- "Using Single Sign-On" on page 270
- "Bypassing Your GroupWise Password" on page 270

Remembering My Password

When you are logged in to the network as yourself and have selected **Remember My Password** in Security Options or during login, you are not prompted for your password on the current workstation. Windows remembers the password.

Using the No Password Required with eDirectory Option

When you are logged in to Micro Focus eDirectory as yourself on any workstation and have selected **No password required with eDirectory** in Security Options, you are not prompted for your password. Because eDirectory has identified you, the password is not required.

Using Single Sign-On

When you are logged in to eDirectory as yourself on any workstation where Micro Focus SecureLogin is installed and you have selected **Use single sign-on** in Security Options or during login, you are not prompted for your password. Single sign-on locates your stored password. If other users log in to GroupWise on your workstation, they should deselect this option during login. This does not turn the option off, but ensures that the other password is not stored in place of yours.

Bypassing Your GroupWise Password

The availability of this option depends on the platform on which you run GroupWise, the options your GroupWise administrator has set, and other products you have installed.

1. Click **Tools** > **Options**.
2. Double-click **Security**, then ensure that the **Password** tab is selected.
3. Select **No password required with eDirectory**.

   or

   Type your password, type a new password, then retype the new password, then select **Remember Password** or **Use single sign-on**.
4. Click **OK**, then click **Close**.

You can also select **Remember my password** or **Use single sign-on** in the Startup dialog box at login.

16.2.5 Using Mailbox Passwords in Caching Mode

To use GroupWise in Caching mode, you must assign a password to your Online Mailbox. If you assign a password when you're in Caching mode, the password is synchronized back to GroupWise the next time you connect to your Online Mailbox. When the password synchronized, it changes your Online Mailbox and your Remote Mailbox password. For more information, see Section 11.1, "Using Caching Mode," on page 229.

If your GroupWise administrator has turned on LDAP authentication and has disabled changing your LDAP password in GroupWise, you might need to use a different application to change your password. Contact your GroupWise administrator for more information.

1. Click **Accounts** > **Account Options**, then select your GroupWise account.
2. Click **Properties**, then click **Advanced**.
3. Change the password in the **Online mailbox password** field.
4. Click **OK**.

16.2.6 Using Mailbox Passwords in Remote Mode

To use Remote mode, you must assign a password to your Online Mailbox. If you assign a password when you're running Remote, the password is synchronized back to GroupWise the next time you connect to your Online Mailbox. When the password is synchronized, it changes your Online Mailbox and your Caching password. For more information, see Section 11.2, "Using Remote Mode," on page 234.

If your GroupWise administrator has turned on LDAP authentication and has disabled changing your LDAP password in GroupWise, you might need to use a different application to change your password. Contact your GroupWise administrator for more information.

1 Click **Accounts** > **Account Options**, then select your GroupWise account.
2 Click **Properties**, then click **Server**.
3 Change the password in the **Online mailbox password** field.
4 Click **OK**.

16.2.7 Using Mailbox Passwords with Proxies

Setting a password for your Mailbox does not affect a proxy's ability to access your Mailbox. A proxy's ability to access your Mailbox is determined by the rights you assign him or her in your Access List.

16.3 Archiving Email

Use Archive to save mail or phone messages, appointments, reminder notes, or tasks to a designated database on a local drive. Archiving items saves network space and keeps your Mailbox uncluttered. It also protects items from being automatically deleted.

- Section 16.3.1, "Understanding Your Archive," on page 271
- Section 16.3.2, "Specifying Where Archives Are Stored," on page 272
- Section 16.3.3, "Moving an Item to the Archive," on page 272
- Section 16.3.4, "Archiving Items Automatically," on page 272
- Section 16.3.5, "Viewing Archived Items," on page 273
- Section 16.3.6, "Unarchiving Items," on page 273
- Section 16.3.7, "Moving Your Archive from One Location to Another," on page 273
- Section 16.3.8, "Combining Archived Items from Multiple Archives," on page 274

16.3.1 Understanding Your Archive

You can view archived items whenever you need to. You can also unarchive any archived item. When you archive an item you have sent, you cannot track the status of that item.

The GroupWise administrator might specify that your items are archived automatically on a regular basis. Automatic archiving occurs every time the GroupWise client is opened. Items are archived from the mailbox the user is currently using. This means if you are in Caching Mode, items are archived from your Caching Mailbox, and if you are in Online Mode, items are archived from your Online Mailbox.

Some items such as appointments might be scheduled to be archived before the actual appointment date. When these items are archived, they are removed from the Sent Items folder but remain on your calendar. This allows you to schedule items far in advance, without worrying about losing them from your calendar.

When you move an item to a folder, it is not archived. Items in all folders are affected by the Cleanup options you specify in Environment Options, and by any archiving or cleanup options your administrator specifies.

Archived items are never deleted unless you manually delete them from your archive.

16.3.2 Specifying Where Archives Are Stored

1. Click **Tools** > **Options**.
2. Double-click **Environment**, then click the **File Location** tab.
3. Specify the location of your archive directory in the **Archive directory** field.
4. Click **OK**.

For information on how to archive items in your Mailbox, see Section 16.3, “Archiving Email,” on page 271.

IMPORTANT: If you run GroupWise on multiple workstations, ensure that the archive location you specify exists on only one of the workstations. After the initial creation of your archive, the archiving process occurs only if GroupWise can access the specified location. If the archive exists on multiple computers, the result is multiple archives, which is a situation that you want to avoid. For information on how to remedy this problem, see Section 16.3.8, “Combining Archived Items from Multiple Archives,” on page 274.

16.3.3 Moving an Item to the Archive

1. If you have not previously done so, specify the archive path in **File Location** in the Environment dialog box. See Section 16.3.2, “Specifying Where Archives Are Stored,” on page 272.
2. In your Mailbox, select the items you want to archive.
3. Click **Actions** > **Move to Archive**.

When you archive an item you have sent, you cannot track the status of that item.

16.3.4 Archiving Items Automatically

1. Click **Tools** > **Options**.
2. Double-click **Environment**, then click the **Cleanup** tab.
3. Select **Auto-archive after** for the item type you want.
4. Specify the number of days after the item is delivered or completed that you want it to be archived.
5. Click **OK**.

If your GroupWise administrator has specified that items are automatically archived on a regular basis, you might not be able to change this option.

If auto-archiving is set up for items in your Mailbox, items in the Tasklist folder are also archived based on the original date you received the item, not based on the due date you assign it.

If you work on a computer where automatic archiving set up, it only archives items to one computer. If you are working on a computer where the automatic archive is not available, the items are not archived to that computer.

16.3.5 Viewing Archived Items

1 In the Main Window, click **File** > **Open Archive**.

or

Click the folder list header drop-down list (above the Folder List; it probably displays Online or Caching to indicate what mode of GroupWise you are running in), then click **Archive**.

16.3.6 Unarchiving Items

1 Click **File** > **Open Archive**.

or

Click the folder list header drop-down list (above the Folder List; it probably displays Online or Caching to indicate what mode of GroupWise you are running in), then click **Archive**.

2 Click the item you want to unarchive, click **Actions** > **Move to Archive**.

3 Click **File** > **Open Archive** to close the archive and return to the Main Window.

or

Click the folder list header drop-down list (above the Folder List; it displays Archive), then click your user folder (your name) to return to the mode of GroupWise you were running previously.

Unarchived messages are returned to the folder from which they were archived. If the folder has been deleted, GroupWise creates a new folder. If auto-archive has been configured, unarchived messages remain in your active mailbox for 7 days before they are moved back to your archive.

16.3.7 Moving Your Archive from One Location to Another

To move your archive from one location to another location in your computer's file system:

1 Click **Tools** > **Options**.

2 Double-click **Environment**, then click the **File Location** tab.

3 In the **Archive directory** field, specify the location where you want to move your archive.

If you are moving your archive to a location where a GroupWise archive currently exists or previously existed, do not specify a directory that contains archive files. Archive files are stored in the `of`*`xxx`*`arc` directory, which is a directory that GroupWise automatically generates as a subdirectory to the archive directory.

If you specify the `of`*`xxx`*`arc` directory as your GroupWise archive directory, the result is multiple archives, which is a situation that you want to avoid. For information on how to remedy this problem, see Section 16.3.8, "Combining Archived Items from Multiple Archives," on page 274.

4 Click **Apply**.

5 (Conditional) If you have not previously enabled archiving, you are prompted as to whether you want to enable archiving. Click **Yes**.

6 (Conditional) If you are moving your archive to a directory that does not already have archive files, you see a message asking if you want to move the contents of your archive to the new location.

7 Ensure that this is the location where you want to move your archive, then click **Yes**.
8 Click **OK**.

16.3.8 Combining Archived Items from Multiple Archives

To combine items in multiple archives into one archive:

1 In the GroupWise client, specify the archive directory that contains the fewest archived items.

For information, see Section 16.3.2, "Specifying Where Archives Are Stored," on page 272.

You must be on the physical computer that contains the directory where the archive exists.

2 Unarchive all the items in the archive, as described in Section 16.3.6, "Unarchiving Items," on page 273.

3 Specify your main archive directory.

For information, see Section 16.3.2, "Specifying Where Archives Are Stored," on page 272.

You must be on the physical computer that contains the directory where the archive exists.

4 Archive all of the items that you want to move into your main archive, as described in Section 16.3.3, "Moving an Item to the Archive," on page 272.

5 Repeat Step 1 through Step 4 for any additional archives, until you have archived items only in your main archive.

16.4 Using Mailbox Storage Size Information

Use Mailbox Storage Size Information to view your mailbox size and to manage items to regain space. Your GroupWise administrator might set a size limit on your Mailbox. If your Mailbox size exceeds the limit, you cannot send new items until you archive or delete some of your existing items. You can check your Mailbox storage size at any time.

- Section 16.4.1, "Viewing Your Mailbox Size Information," on page 274
- Section 16.4.2, "Deleting Email by Using Mailbox Storage Size Information," on page 274
- Section 16.4.3, "Archiving Email by Using Mailbox Storage Size Information," on page 275

16.4.1 Viewing Your Mailbox Size Information

1 Click **Tools** > **Check Mailbox Size**.

2 In the **View** group box, click **Trash**, **Sent Items**, **Received Items**, or **Personal/Draft Items**.

When you select a view, GroupWise searches for items in the selected folder and displays the items in descending order, from the largest file size to the smallest. You can click **Stop Query** at any time to stop the query.

16.4.2 Deleting Email by Using Mailbox Storage Size Information

1 Click **Tools** > **Check Mailbox Size**.

2 In the **View** group box, click **Trash**, **Sent Items**, **Received Items**, or **Personal/Draft Items**.

When you select a view, GroupWise searches for items in the selected folder and displays the items in descending order, from the largest file size to the smallest. You can click **Stop Query** at any time to stop the query.

3 Select an item or multiple items, then click **Delete**.

4 Repeat Step 2 and Step 3 until the storage size is below the limit set by your GroupWise administrator.

16.4.3 Archiving Email by Using Mailbox Storage Size Information

1 Click **Tools** > **Check Mailbox Size**.

2 In the **View** group box, click **Trash**, **Sent Items**, **Received Items**, or **Personal/Draft Items**.

When you select a view, GroupWise searches for items in the selected folder and displays the items in descending order, from the largest file size to the smallest. You can click **Stop Query** at any time to stop the query.

3 Select an item or multiple items, then click **Archive**.

4 Repeat Step 2 and Step 3 until the storage size is below the limit set by your GroupWise administrator.

16.5 Using Remote Library Disk Space Management

Use the Remote Library Disk Space Management tool to maintain your documents in your Remote Library. Documents are typically kept in a separate directory from your standard mail items in your caching mailbox. Deleting items from your Remote Library does not delete them from the Master Library.

To access Remote Library Disk Space Management:

1 Click **Tools > Manage Library Size**.

In the Remote Library Disk Space Management window, you can see all of your stored documents and the amount of space they take up. Documents can be removed by selecting the document and clicking **Delete**.

16.6 Backing Up Email

Your GroupWise administrator typically backs up your network Mailbox on a regular basis. You can back up your local mailbox if you want to have an additional copy of your Mailbox, or if you want to back up information that is no longer in your network Mailbox.

If the GroupWise administrator has created a restore area and has backed up the entire GroupWise system, or if you have backed up your local Mailbox in Remote or Caching mode, you can open a backup copy of your Mailbox to view and restore items. You need Read and Write access to the restore area if it is on the network.

- Section 16.6.1, “Backing Up Your Mailbox,” on page 275
- Section 16.6.2, “Restoring Items from Backup,” on page 276

16.6.1 Backing Up Your Mailbox

To manually back up your local Mailbox in Remote or Caching mode:

1 Click **Tools** > **Backup Mailbox**.

2 Specify the location for the backup, if prompted, then click **OK**.

To set up an automatic backup:

1. In Remote or Caching mode, click **Tools** > **Options**, then click double-click **Environment**.
2. Click the **Backup Options** tab, then select **Backup remote mailbox**.
3. Specify the location for the backup. The default location is `c:\novell\groupwise\backup`.
4. Specify how often you want to back up your Mailbox.
5. (Optional) Select **Do not prompt before performing backup**.

   The backup takes place each time you exit GroupWise. If your mailbox is large, the backup can take some time. You might or might not want to back up your mailbox every time you exit GroupWise.

16.6.2 Restoring Items from Backup

1. Click **File** > **Open Backup**.
2. Type the full path or browse to the path of the backed-up mailbox, then type your password if required.
3. Select the item you want to restore, then click **Actions** > **Restore**.

   You cannot restore GroupWise Library documents through this method. For more information, see Chapter 15, "Document Management," on page 265.
4. To exit your backed-up mailbox, click **File** > **Open Backup**.

16.7 Repairing Your Mailbox

Periodic mailbox maintenance keeps GroupWise running smoothly. Occasionally, mailbox maintenance is required to resolve a problem with a mailbox or other GroupWise database.

You can perform the following mailbox maintenance actions by using the Repair Mailbox feature:

- Section 16.7.1, "Understanding Mailbox Maintenance," on page 276
- Section 16.7.2, "Deciding Whether Your Mailbox Needs Repair," on page 277
- Section 16.7.3, "Installing GroupWise Check," on page 277
- Section 16.7.4, "Analyzing and Fixing Databases," on page 278
- Section 16.7.5, "Rebuilding the Mailbox Structure," on page 279

16.7.1 Understanding Mailbox Maintenance

The mailbox maintenance actions are performed on the mailbox to which you are currently connected, such as the Caching mailbox, the Remote mailbox, or the Archive. The Repair Mailbox function is only available in the menu if you are in Caching, Remote, or Archive mode.

In Online mode, your GroupWise Mailbox resides in the post office to which you belong and maintenance of your Online Mailbox is performed by your GroupWise administrator. In other modes, you can perform some of your own maintenance, depending on which GroupWise client features you are using.

Archive: When you archive GroupWise items, they are stored at the location you have specified using **Tools** > **Options** > **Environment** > *File Location*. You must open your archive using **File** > **Open Archive** in order to repair your archive.

Caching Mailbox: If you are using Caching mode, your Caching Mailbox is stored at the location you specified when you set up your Caching Mailbox. You must be in Caching mode in order to repair your Caching Mailbox.

Remote Mailbox: If you are using Remote mode, your Remote Mailbox is stored in whatever location you specified when you used the Hit the Road feature to create your Remote Mailbox. You must be in Remote mode in order to repair your Remote Mailbox.

Three databases are associated with each of these mailbox locations:

User Database: Your user database contains your client options settings, pointers to messages, personal groups, personal address books, and rules.

Message Database: Your message database contains your GroupWise items.

Document Database: Your document database contains any documents you are accessing from a GroupWise Library.

When you are repairing a mailbox, you can choose which databases to repair, depending on the type of problem the mailbox is experiencing.

16.7.2 Deciding Whether Your Mailbox Needs Repair

It is possible for your GroupWise Mailbox or other GroupWise databases to become corrupt, for a variety of reasons. If this occurs, GroupWise often can no longer read items in your Mailbox. Running Repair Mailbox can fix most of these problems. For information on how to repair your mailbox, see Section 16.7.4, “Analyzing and Fixing Databases,” on page 278 and Section 16.7.5, “Rebuilding the Mailbox Structure,” on page 279.

16.7.3 Installing GroupWise Check

Depending on how GroupWise Check is installed, you can have a **Repair Mailbox** item on the **Tools** menu that enables you to run GWCheck from the client. If the GWCheck utility is available to you, you can perform database maintenance on your Remote, Caching, and archive mailboxes.

In order for the **Repair Mailbox** item to display on the **Tools** menu, the following files must be installed in the GroupWise directory. By default, this is `C:\Program Files(x86)\Novell\GroupWise`.

- `gwcheck.exe`
- `gwchk`*`xx`*`.dll` (Replace *xx* with your language code)
- `gwchk`*`xx`*`.chm` (Replace *xx* with your language code)

The GroupWise administrator can install these files by using SetupIP to install your GroupWise client, and selecting to install and enable GWCheck. The default is for SetupIP to install GWCheck, but not enable it.

If you do not see the **Repair Mailbox** option in the **Tools** menu:

1 Copy the files listed above from the GWCheck directory (`\Novell\GroupWise\gwcheck`) to the main GroupWise directory (`\Novell\GroupWise`).

16.7.4 Analyzing and Fixing Databases

The Analyze/Fix Databases action of GroupWise Mailbox Maintenance can check your mailbox for various types of problems and can repair problems that it detects.

To check and optionally repair your Mailbox:

1 Click **Tools** > **Repair Mailbox**, then click **Yes**.

2 From the **Action** drop-down list, select **Analyze/Fix Databases**.

3 Select from the following **Analyze/Fix Databases** options as needed:

Structure: The structure check verifies the structural integrity of the mailbox and reports the amount of space that could be recovered if the mailbox is rebuilt.

Index Check: If you select **Structure**, you can also select **Index Check**. You should perform an index check if you try to open a message and get a read error, or if someone sends you a message that does not appear in your mailbox, even though the sender sees a Delivered status for the message. Depending on the size of your mailbox, an index check can be time-consuming.

Contents: A contents check verifies references to other items. For example, in your user database, a contents check verifies that all messages listed in your mailbox actually exist in your message database. In your message database, a contents check verifies that all attachments to messages in your mailbox actually exist in the attachment directories. A contents check also ensures that your rules and personal groups are valid.

Collect Statistics: If you select **Contents**, you can also collect statistics during the contents check. The statistics include the number of messages and appointments in your mailbox, the amount of space consumed by your mailbox, and so on.

4 Select **Fix Problems** to repair your mailbox.

If you deselect **Fix Problems**, problems with your mailbox are reported but not fixed.

5 On the **Databases** tab, select one or more databases to analyze and optionally fix.

For information about the databases, see Section 16.7.1, "Understanding Mailbox Maintenance," on page 276.

On the **Logging** tab, the **Log File** field shows that, by default, a file named `gwchk32.log` is created in the GroupWise client installation directory.

6 (Optional) Specify a different file name and location.

You can also select Verbose Logging to record more detailed information during the analyze/fix process.

7 Click **Run** to start the Analyze/Fix Database option.

A progress log displays during the analyze/fix process.

You can click **Stop** at any time to stop the analyze/fix process. An error code is displayed, but it simply indicates that the process has been stopped.

You can click **Statistics** at any time during the analyze/fix process to add interim statistical information to the log, such as how many problems have been identified and fixed so far in the process.

8 Click **Close**, then click **OK** when the analyze/fix process is complete.

9 Click **Close** to return to your GroupWise Mailbox.

16.7.5 Rebuilding the Mailbox Structure

The Structural Rebuild action of GroupWise Mailbox Maintenance forces a structural rebuild of a database in your Mailbox regardless of whether problems with the database have been detected through using the Analyze/Fix Databases action. A structural rebuild ensures that the various record containers in the database are correctly organized so that data can be successfully retrieved from them by the GroupWise client.

To perform a structural rebuild on your Mailbox:

1 Click **Tools** > **Repair Mailbox**, then click **Yes**.

2 From the **Actions** drop-down list, select **Structural Rebuild**.

3 On the **Databases** tab, select one or more databases to rebuild.

   For information about the databases, see Section 16.7.1, “Understanding Mailbox Maintenance,” on page 276.

4 On the **Logging** tab, the **Log File** field shows that, by default, a file named `gwchk32.log` is created in the GroupWise client installation directory.

   You can specify a different file name and location. You can also select **Verbose Logging** to record more detailed information during the structural rebuild.

5 Click **Run** to start the structural rebuild.

   A progress log displays during the structural rebuild.

   You can click **Stop** at any time to stop the rebuild. An error code is displayed, but it simply indicates that the process has been stopped.

   You can click **Statistics** at any time during the rebuild to add interim statistical information to the log, such as how many problems have been corrected so far in the structural rebuild process.

6 Click **Close**, then click **OK** when the structural rebuild is complete.

7 Click **Close** to return to your GroupWise mailbox.

16.8 Managing Trash

All deleted mail and phone messages, appointments, tasks, documents, and reminder notes are stored in the Trash. Items in the Trash can be viewed, opened, or returned to your Mailbox until the Trash is emptied. (Emptying the Trash removes items in the Trash from the system.)

You can empty your entire Trash, or empty only selected items. Items in the Trash are emptied according to the days entered in the **Cleanup** tab in Environment Options, or you can empty the Trash manually. The GroupWise administrator can specify that your Trash is emptied automatically on a regular basis.

- Section 16.8.1, “Displaying Items in Your Trash,” on page 280
- Section 16.8.2, “Undeleting an Item in Your Trash,” on page 280
- Section 16.8.3, “Saving an Item From Your Trash,” on page 280
- Section 16.8.4, “Emptying the Trash,” on page 280

16.8.1 Displaying Items in Your Trash

1 In the Full Folder List, click **Trash**.

   To access the Full Folder List, click the folder list header drop-down list (above the Folder List; it probably displays Online or Caching to indicate what mode of GroupWise you are running in), then click **Full Folder List**.

You can open, save, and view information on items in the Trash. You can also permanently remove items or return them to the Mailbox. Right-click an item in the Trash to see more options.

16.8.2 Undeleting an Item in Your Trash

1 In the Full Folder List, click **Trash**.

   To access the Full Folder List, click the folder list header drop-down list (above the Folder List; it probably displays Online or Caching to indicate what mode of GroupWise you are running in), then click **Full Folder List**.

2 Select the items you want to undelete.

3 Click **Edit** > **Undelete**.

   The undeleted item is placed in the folder from which it was originally deleted. If the original folder no longer exists, the item is placed in your Mailbox.

4 (Optional) You can also restore an item by dragging it from the Trash folder to any other folder.

16.8.3 Saving an Item From Your Trash

You can save items that are in the Trash the same way you would save any other item. For more information, see "Saving Received Email to Disk or a GroupWise Library" on page 103.

16.8.4 Emptying the Trash

- "Emptying the Trash Manually" on page 280
- "Emptying Selected Items from the Trash" on page 280
- "Emptying the Trash Automatically" on page 281

Emptying the Trash Manually

1 In the Full Folder List, right-click **Trash**, then click **Empty Trash**.

   To access the Full Folder List, click the folder list header drop-down list (above the Folder List; it probably displays Online or Caching to indicate what mode of GroupWise you are running in), then click **Full Folder List**.

Emptying Selected Items from the Trash

1 In the Full Folder List, click **Trash**.

   To access the Full Folder List, click the folder list header drop-down list (above the Folder List; it probably displays Online or Caching to indicate what mode of GroupWise you are running in), then click **Full Folder List**.

2 Select one or more items.
3 Click **Edit** > **Delete**, then click **Yes**.

Emptying the Trash Automatically

If your GroupWise administrator has specified that your Trash is automatically emptied on a regular basis, you might not be able to change this option.

1 Click **Tools** > **Options**.
2 Double-click **Environment**, then click the **Cleanup** tab.
3 Select the **Automatic After** button in the **Empty trash** group box, then specify the number of days between automatic deletions.
4 Click **OK**.

16.9 Remembering Client State on Crash

To prevent loosing data in the case of a crash, the GroupWise client can remember the current state any windows you have open, the current folder you have selected, and other important information. When the client is opened again after a crash, the state that was saved is restored. The client saves the state every 5 minutes when you enable this option. As it is disabled by default, follow the steps below to enable the client save state:

1 Click **Tools** > **Options.**
2 Double-click **Environment**.
3 On the **General** tab, select **Continue where you left off at startup**.
4 Click **OK**.

16.10 GroupWise Support Information

If you need to contact your technical support resources for additional help with GroupWise, they might need the following information:

- Program release version
- Build number
- Installed languages
- Current user name
- Your GroupWise post office
- Location of your GroupWise post office

To find this information:

1 Click **Help > About GroupWis**e from your Main Window.

17 Text Messages, Phone Calls, and Instant Messaging

You can send SMS text messages, make phone calls, and use instant messaging directly from GroupWise.

- Section 17.1, "Sending SMS Text Messages," on page 283
- Section 17.2, "Making Phone Calls," on page 284
- Section 17.3, "Using Instant Messaging," on page 284

17.1 Sending SMS Text Messages

You can send SMS text messages from GroupWise to other GroupWise users or to non-GroupWise users, without the need of downloading or running any third-party software.

Before you can send an SMS text message from GroupWise, you need to specify the user's cellular service provider.

NOTE: GroupWise text message functionality, configuration, and SMS messaging costs for recipients might vary based on cellular providers in your region.

- Section 17.1.1, "Specifying a User's Cellular Service Provider," on page 283
- Section 17.1.2, "Sending an SMS Text Message Directly to a Mobile Phone," on page 284
- Section 17.1.3, "Sending an SMS Text Message with Skype," on page 284

17.1.1 Specifying a User's Cellular Service Provider

You can specify a user's cellular service provider by modifying an existing contact's information or by creating a new contact in the Frequent Contacts folder or another personal Contacts folder. In order to modify a contact that is in the GroupWise address book, you must first copy the contact to the Frequent Contacts folder or another personal Contacts folder.

1. In the Folder List, select the personal Contacts folder where you want to specify the contact's cellular service provider.

   If the contact is not in a personal Contacts folder, create the contact in the folder, or move the contact into the folder.
2. In the contact list, double-click the contact.
3. Click the **Contact** tab.
4. On the **Mobile Phone** field, click the drop-down arrow, click **Set Cellular Carrier**, then select the user's cellular service provider from the list.

   Each service provided has an SMS gateway for handling text messages. For example, the SMS gateway for Verizon is `*phone_number*@vtext.com` and the SMS gateway for AT&T is `*phone_number*@text.att.net`.

5 (Conditional) If the carrier is not provided in the list, click **More** to see an expanded list. If the carrier is not in the expanded list, click **Add**, specify the carrier name and the carrier email gateway, then click **OK**.

   The email gateway is the SMS gateway for the carrier.

6 Click **Close**, then click **Yes** to save your changes.

17.1.2 Sending an SMS Text Message Directly to a Mobile Phone

You can send text messages to any mobile phone directly from GroupWise. You must add users to your personal contacts folder and specify their cellular service providers before you can send them text messages. For more information, see Section 17.1.1, “Specifying a User’s Cellular Service Provider,” on page 283.

1 In an address book or Contacts folder, open a contact by double-clicking the contact’s name.

2 On the **Summary** tab, ensure that **Default** is selected in the drop-down list.

3 Scroll down to the **SMS** section, then click the phone number that you want to send a text message to.

4 Specify the message that you want to send, then click **Send**.

17.1.3 Sending an SMS Text Message with Skype

You can send SMS text messages by using Skype. For more information, see the GroupWise 18 and Skype Quick Start (http://www.novell.com/documentation/groupwise18/gw18_qs_skype/data/gw18_qs_skype.html).

17.2 Making Phone Calls

You can make phone calls directly from GroupWise by using Skype. For more information, see the GroupWise 18 and Skype Quick Start (http://www.novell.com/documentation/groupwise18/gw18_qs_skype/data/gw18_qs_skype.html).

17.3 Using Instant Messaging

If Novell Messenger is running on both your workstation and the recipient’s workstation, you can chat with another GroupWise user directly from any **Presence** icon in GroupWise. For more information, see the GroupWise 18 and Messenger Quick Start (http://www.novell.com/documentation/groupwise18/gw18_qs_messenger/data/gw18_qs_messenger.html).

If Skype is running on both your workstation and the recipient’s workstation, you can chat with another Skype user directly from any **Presence** icon in GroupWise. For more information, see the GroupWise 18 and Skype Start (http://www.novell.com/documentation/groupwise18/gw18_qs_skype/data/gw18_qs_skype.html).

A What's New in the GroupWise 18 Client

To see what is new in the GroupWise client, see What's New in the *GroupWise 18 Readme*.

B GroupWise Frequently Asked Questions

If you have not found the information you are looking for in this documentation, we recommend that you check the GroupWise 18 Client Frequently Asked Questions (FAQ).

C Startup Options

Several startup options are available when you start GroupWise. Some of the options are for your convenience; others are necessary to run GroupWise on your particular hardware.

- Section C.1, “GroupWise Startup Options,” on page 289
- Section C.2, “Using a GroupWise Startup Option,” on page 290

C.1 GroupWise Startup Options

Startup Option	Functionality
/@u-?	Displays a login dialog box whenever you open GroupWise, allowing you to supply any necessary login information.
/@u-*user_name*	Lets you use your GroupWise user name to open GroupWise as yourself on another user’s computer. The other user remains logged in to the network.
/bl	Prevents the GroupWise splash screen from being displayed when you enter the program.
/c	Checks for unopened items. If there are unopened items, GroupWise opens as usual. Otherwise, GroupWise does not start.
/cm	Checks for unopened items. If there are unopened items, GroupWise opens minimized and a beep sounds. Otherwise, GroupWise does not start.
/d=*path_name*	Lets you specify the path of the temp directory.
/iabs	Initializes the Address Book when GroupWise starts.
/ipa-*ip_address_or_name*	Lets you specify the IP address (x.x.x.x) or the name of the IP address when you are running in client/server mode.
/ipp-*port_number*	Lets you specify the IP port when you are running in client/server mode.
/l-*xx*	Applies only if you have two or more language versions or language modules. This option instructs GroupWise to override the default environment language (under General Environment in Options) with the language specified by the language code (*xx*). For a list of language codes, see “GroupWise Client Languages” in the *GroupWise 18 Administration Guide*.
/la-*network_id*	Lets you log in to another user’s computer by using your network ID. The other user remains logged in to the network.

Startup Option	Functionality
/nu	Turns off AutoRefresh. If this option is selected, click View, then click **Refresh** whenever you want to update the display with the items currently in your Mailbox.
/ph-*path_name*	Lets you specify the path to the post office. In order to use this switch, you must have a drive mapped to the post office and have Write rights to the databases that make up your mailbox. This configuration is not supported.
/pc-*path_to_caching_mailbox*	Opens GroupWise in Caching mode. GroupWise must be restarted when you change from Online mode to Caching mode.
/pr-*path_to_remote_mailbox*	Opens GroupWise in Remote mode. This startup option can be used in the **Target** field only.
/safe	Opens GroupWise in Safe mode. This startup option can be used if you are unable to launch GroupWise. Safe mode disables the following features: ◆ Start in the home folder ◆ Synchronize at startup ◆ Auto synchronize ◆ Panels ◆ Message preview ◆ Display settings are not saved ◆ Auto archive, purge, and delete ◆ Quick Find indexing ◆ Novell Vibe ◆ C3PO’s

C.2 Using a GroupWise Startup Option

1 Right-click the GroupWise icon on the desktop, then click **Properties**.
2 Click the **Shortcut** tab.
3 In the **Target** field, after the GroupWise executable, type a space, type the startup options, then click **OK**.

   Separate multiple startup options with a space, for example:

   ```
   C:\Program Files\Novell\GroupWise\grpwise.exe" /ph-path_name /@u-?
   ```

   In this example, /ph- is the startup option to specify the path to the post office. The *path_name* is the path to the post office. The /@u-? option is used to display a login dialog box where users can supply login information whenever they open GroupWise. This option is useful when two or more users share a workstation but have separate GroupWise Mailboxes.
4 Start GroupWise.

D Shortcut Keys

A number of shortcut keys are available in GroupWise for accessibility to save time when you perform various operations.

- Section D.1, "General Shortcuts," on page 291
- Section D.2, "Item Shortcuts," on page 292
- Section D.3, "Item List Shortcuts," on page 293
- Section D.4, "Text Shortcuts," on page 293
- Section D.5, "Miscellaneous Shortcuts," on page 294

D.1 General Shortcuts

Table D-1 *General Shortcut Keys*

Keystroke	Action
F1	Open online help
Alt+F4	Exit GroupWise
F5	Refresh the view
Alt+F6	Toggle between the Main Window and the most recently opened item
Alt+[letter]	Activate the menu bar (Use the underlined letters in the menu names)
Ctrl+D	Open a new document management document
Ctrl+F	Open the Global Find dialog box
Ctrl+M	Open a new mail message
Ctrl+N	Open a new reminder note
Ctrl+P	Open the Print dialog box
Ctrl+Q	Turn the QuickViewer on and off
Ctrl+Shift+A	Open a new appointment
Ctrl+Shift+D	Open a new document reference
Ctrl+Shift+P	Open a new phone message
Ctrl+Shift+T	Open a new task
Tab	Cycle through fields, buttons, and areas
Shift+Tab	Reverse the order of cycling through fields, buttons, and areas

Keystroke	Action
Esc	Stop a Global Find
Ctrl+Z	Undo
Ctrl+Y	Redo

D.2 Item Shortcuts

Table D-2 *Item Shortcut Keys*

Keystroke	Action
Ctrl+F1	Open the Spell Checker
F2	Search for text
Alt+F4	Exit the item
Ctrl+F7	Open the thesaurus
F9	Open the Font dialog box
F11	Retrieve a file
Alt+D	Send item (New item only)
Ctrl+L	Attach a file to a message (New item only)
Ctrl+Alt+R	Reply to sender
Ctrl+Shift+R	Reply to all
Ctrl+S	Save a draft in the Work in Progress folder
Alt+S	Send item
Ctrl+Alt+Y	Accept appointment
Ctrl+Enter	Turn search mode on/off
Esc	Cancel without sending
Alt+Del	Delete an item
Ctrl+Up-arrow or Ctrl+Down-arrow	Open the previous or next item
Alt+Left-arrow or Alt+Right-arrow	Open/close the Options slide-out menu
Ctrl+Click	Open a hyperlink in a browser (Personal item only)

D.3 Item List Shortcuts

Table D-3 *Item List Shortcut Keys*

Keystroke	Action
F4	Open the selected item
F8	Mark the selected item Private
Ctrl+A	Select all items
Ctrl+Shift+F	Move cursor to Quick Find (filter) field
Ctrl+O	Open the selected message
Ctrl+R	Mark the selected item unread
Ctrl+T	Toggle the flag state on the selected item
Ctrl+Shift+W	Forward the item as attachment
Ctrl+Enter	Open the selected item
Alt+Enter	Display the properties of the selected item
Del	Delete the selected items
Shift+Del	Delete and empty the selected item

D.4 Text Shortcuts

Table D-4 *Text Shortcut Keys*

Keystroke	Action
F3	Find next instance
Ctrl+F3	Find previous instance
Ctrl+5	Toggle the signature on and off
Alt+5	Opens the signature drop down menu
Ctrl+A	Select all text
Ctrl+B	Bold text
Ctrl+C	Copy selected text
Ctrl+H	Toggles highlight on and off
Ctrl+I	Italicize text
Ctrl+K	Insert a hyperlink
Ctrl+Shift+L	Insert a numbered or bulleted list
Ctrl+N	Normal text
Ctrl+U	Underline text

Keystroke	Action
Ctrl+V	Paste selected text
Ctrl+Shift+V	Paste special unformatted
Ctrl+X	Cut selected text
Ctrl+Y	Redo the last action
Ctrl+Z	Undo the last action
Ctrl+Tab	Indent the text
Shift+Left-arrow or Shift+Right-arrow	Select text one character at a time
Ctrl+Shift+Left-arrow or Ctrl+Shift+Right-arrow	Select text one word at a time
Shift+End or Shift+Home	Select text to the end or beginning of a line

D.5 Miscellaneous Shortcuts

Table D-5 *Miscellaneous Shortcut Keys*

Keystroke	Action	Where It Works
Alt+F4	Exit the dialog box	Dialog box
Shift+[letter]	In the Folder List, Shift + the first letter of a subfolder name goes to the subfolder	Folder List
Ctrl+G	Go to today's date	Calendar
Ctrl+Tab	Open the next tab	In a tabbed dialog box
Alt+Enter	Display the properties of the selected item	Item List
Esc	Cancel without saving settings	Dialog box
Esc	Clear Quick Find filter and move focus back to the item list	Quick Find (filter) box
Ctrl+1	Toggle the **From** field on and off	In the Compose window
Ctrl+2	Toggle the **CC** field on and off	In the Compose window
Ctrl+3	Toggle the **BC** field on and off	In the Compose window
Alt+T	Toggle the signature on and off	In the Compose window

E Accessibility for People with Disabilities

Micro Focus is committed to making products that are accessible and usable by all users, including those with disabilities. Many accessibility features are built into GroupWise. These features are available to everyone, without the need for additional accessibility aids.

- "Switching the Calendar View Between Graphic Display and Text Display" on page 112
- "Shortcut Keys" on page 291
- "Configuring JAWS for GroupWise" on page 295

E.1 Configuring JAWS for GroupWise

In order for Job Access with Speech (JAWS) to function properly with GroupWise, you need to copy the JAWS files from the downloaded *GroupWise 18* client software image available from Novell Downloads (http://download.novell.com).

To install the GroupWise JAWS files for JAWS 5.x and earlier:

1. Browse to the `\client\jaws\settings` directory in the *GroupWise 18* client software image.
2. Copy all the files to the `C:\jawsdir\settings\enu` directory. Replace *`jawsdir`* with the directory that JAWS is installed in.

To install the GroupWise JAWS files for JAWS 6.*x* or later:

1. Browse to the `\client\jaws\settings` directory in the *GroupWise 18* client software image.
2. Copy all the files to the `C:\Documents and Settings\user_name\Application Data\Freedom Scientific\JAWS\version\Settings\enu` directory for a single user. Replace *`user_name`* with the name of the person you are installing the JAWS files for, and replace *`version`* with the version of JAWS that is installed.

   or

   Copy all the files to the `C:\Documents and Settings\All Users\Application Data\Freedom Scientific\JAWS\version\Settings\enu` directory for all users. Replace *`version`* with the version of JAWS that is installed.

If you are installing the GroupWise JAWS files to a Windows XP operating system, you must copy two additional files for JAWS to function properly with GroupWise.

1. Browse to the `\jawsdir\winxp` directory in the *GroupWise 18* client software image. Replace *`jawsdir`* with the directory that JAWS is installed in.
2. Copy all the files to the `C:\groupwisedir` directory. Replace *groupwisedir* with the GroupWise installation directory.

   By default, the GroupWise installation directory is located at `C:\Program Files\Novell\GroupWise`.

If you need to make changes to the GroupWise JAWS source files, they are located in the *GroupWise 18* client software image. The GroupWise JAWS source files are located at `\client\jaws\src`.

F GroupWise Basic Tasks

Below is a list of basic tasks and how they are performed in GroupWise.

- Section F.1, "Creating an Appointment," on page 297
- Section F.2, "Sending an Email," on page 297
- Section F.3, "Creating a Custom Message Rule," on page 298
- Section F.4, "Managing Your Signatures," on page 298
- Section F.5, "Creating a Search Folder," on page 299
- Section F.6, "Working in Offline Mode," on page 299
- Section F.7, "Managing Folders," on page 299
- Section F.8, "Delegate/Proxy Account Access," on page 300
- Section F.9, "Tasks and Tasklists," on page 300

F.1 Creating an Appointment

1 Click **New Appt** on the toolbar.

2 In the **To** field, type a user name, then press Enter.

Repeat for additional users. Include any resource IDs (such as conference rooms) in the **To** field, if necessary.

3 Click [calendar icon] to specify a date or auto-date for your appointment, then select a time.

4 Type a subject and message.

5 If you want to ensure that the people and resources for the appointment are available, do a busy search by clicking **Busy Search** on the toolbar. For more information, see "Using Busy Search to Check Availability" on page 125.

6 Click **Send** on the toolbar.

For more information, see Section 4.4.2, "Scheduling Appointments," on page 123.

F.2 Sending an Email

1 Click **New Mail** on the toolbar.

2 In the **To**, **CC**, or **BC** box, type a user name, then press Enter. Repeat for additional users.

3 Type a subject.

4 Type a message.

5 To add an attachment, click the paperclip icon on the toolbar, select the file, then click **OK**.

or

Drag a file into the attachment window at the bottom of the compose view.

6 Click **Send**.

For more information, see Section 3.1.2, "Composing Email," on page 60.

F.3 Creating a Custom Message Rule

Message rules work in a similar manner in GroupWise as they do in Outlook, by giving you many options for organizing your messages.

1. Click **Tools** > **Rules**, then click **New**.
2. Type a descriptive name in the **Rule name** field.
3. Click the **When event is** pop-up list, then click an event to trigger the rule.
4. If you clicked **New Item**, **Startup**, **Exit**, or **User Activated**, click one or more sources for the item. For example, click **Received** and **Personal**.

   or

   If you clicked **Filed Item**, **Open Folder**, or **Close Folder**, click the folder icon, click a folder, then click **OK** to display the folder name.
5. Click one or more types of items you want the rule to act on in the **Item Types** list.

   If you want to further restrict the items affected by the rule, click **Define Conditions**, click the appropriate options, then click **OK**.

   For more information about the options that you can choose from, see Section 7.3.2, "Selecting Fields in Advanced Finds and Rules," on page 200.
6. Click **Add Action**, then click the action that you want the rule to perform.

   Some actions, such as **Move to Folder** and **Reply**, require you to fill in additional information.
7. Click **Save**.

For more information, see Chapter 9, "Rules," on page 217.

F.4 Managing Your Signatures

GroupWise allows you to create and edit your signatures from either the Compose view or from the main client window under **Tools > Options > Environment > Signatures**.

Creating a Signature

1. Click **Tools** > **Options**, then double-click **Environment**.
2. Click the **Signature** tab.
3. Select **Signature**, then click **New**.
4. Type a name for the signature, then click **OK**.
5. Create your signature in the HTML editor that is provided.
6. Select whether you want this signature to be your default signature.
7. Click **OK**.

Attaching a Signature to a Message

1. In the compose view, select **Click to add a signature** in the message body.

Your default signature is immediately added to the message. You can modify the signature in-line for a one time use signature.

2 To select a different signature, hover over the signature area, then click the small arrow in the upper-right corner.

For more information, see Section 3.1.6, “Adding a Signature or vCard,” on page 70.

F.5 Creating a Search Folder

In GroupWise, a Search Folder is called a Find Results folder. When the Find Results folder is opened, GroupWise examines the search criteria defined for the folder, searches for everything specified, then displays everything it finds in the Item List.

1. In the Folder List, click **File** > **New** > **Folder**.
2. Click **Find results folder**.
3. Click **Custom find results folder**, then click **Next**.
4. Type the name and the description for your folder.
5. Click **Up**, **Down**, **Right**, or **Left** to position the folder where you want it in the Folder List, then click **Next**.
6. Specify the search criteria, find by example criteria, or information for items you want to find.
7. If you don’t want the folder to update results each time you open it, deselect **Find new matching items each time the folder is opened**.
8. Click **Next**.
9. Specify the display settings you want for this folder, then click **Finish**.

For more information, see Section 2.3.6, “Understanding Find Results Folders,” on page 48.

F.6 Working in Offline Mode

In GroupWise, Offline mode is know as Caching mode. Caching mode stores a copy of your network mailbox, including your messages and other information, on your local drive. This allows you to use GroupWise whether or not your network or Post Office Agent is available.

1. Click the **Mode Selector** icon, then click **Caching**.
2. When you are asked to restart GroupWise, click **Yes**.

   When GroupWise restarts, you are in Caching mode.

For more information, see Chapter 11, “Caching and Remote Modes,” on page 229.

F.7 Managing Folders

Creating a New Folder

1. Right-click in the Folder List.
2. Select **New Folder**.
3. Type a name for New Folder.

Reorganizing Your Folders

1 Click **Edit** > **Folders**.

  You can also drag folders to a new position in the Folder List.

For more information, see Section 2.3, "Using Folders to Organize Your Mailbox," on page 38.

F.8 Delegate/Proxy Account Access

In GroupWise, Delegate access is known as Proxy access. Proxy lets you perform various actions, such as reading, accepting, and declining items on behalf of another user, within the restrictions the other user sets.

Granting Proxy Rights to Another User

1 In the main GroupWise Window, click **Tools > Options**.
2 Double-click **Security**, then click the **Proxy Access** tab.
3 To add a user to the list, type the name in the **Name** field, then when the full name appears, click **Add User**.
4 Click a user in the Access List.
5 Select the rights you want to give the user.
6 Repeat Step 4 and Step 5 to assign rights to each user in the Access List.
7 To delete a user from the Access List, click the user, then click **Remove User**.
8 Click **OK**.

Proxying into Another Users Mailbox

1 In the Main Window or Calendar, click **File** > **Proxy**.

  or

  Click the **Mode Selector** icon, then click **Proxy**.

2 Select a User from your proxy list.

  or

  Add a user to your proxy list by entering the name in the **Name** field, then click **OK**.

  The user's Mailbox is opened. The name of the person for whom you are acting as proxy is displayed at the top of the Folder List

  If the user has not yet given you proxy rights in his or her Access List, the user's name is added to the Proxy List, but the user's Mailbox is not opened.

For more information, see Chapter 10, "Mailbox/Calendar Access for Proxy Users," on page 225.

F.9 Tasks and Tasklists

Creating a Task and Assigning it to Others

1 Click **File** > **New** > **Task**.
2 In the **To** field, type a user name, then press Enter. Repeat for additional users.

3 Click [calendar icon] to specify dates or auto-dates for your task.
4 Type the subject.
5 Type a description of the task.
6 Click **Send** on the toolbar.

You can organize your tasks using the Tasklist. This applies to personal tasks and tasks that have been assigned to you.

For more information, see Chapter 5, “Tasks and the Tasklist,” on page 149.